

# CN!Express®

---

CX-6000®  
~Single User~  
Version 3.38

Federally-Approved AES Encryption

**Auric Systems International**

P.O. Box 458  
Peterborough, NH 03458  
603-924-6079

[sales@AuricSystems.com](mailto:sales@AuricSystems.com)  
[support@AuricSystems.com](mailto:support@AuricSystems.com)  
[www.AuricSystems.com](http://www.AuricSystems.com)

Copyright © 1994-2004 by Auric Systems International  
All rights reserved.

*CN!Express* is a registered trademark of Auric Systems International  
Windows is a trademark of Microsoft Corporation.  
All other product names are trademarks of their respective owners.

## License Agreement

1. LICENSE: You have the non-exclusive right to use the following *CN!Express*® program and documentation (“Program”). This Program may only be used on the number of computers licensed by you. You may physically transfer the Program from one computer to another, provided that the Program resides on only one computer at a time for each Program license. YOU MAY NOT USE, COPY, MODIFY, DECOMPILE, REVERSE ENGINEER, TRANSFER, OR DISTRIBUTE THE PROGRAM OR DOCUMENTATION EXCEPT AS EXPRESSLY PROVIDED IN THIS LICENSE AGREEMENT.

2. BACKUP AND TRANSFER: You may make copies of the Program solely for backup purposes. If you do so, you must reproduce and include the Program’s copyright notice on each backup copy. You may transfer this license to another party provided the other party agrees to these terms and conditions. If you transfer the license, you must simultaneously transfer the documentation and destroy all backup copies of the Program.

3. TERM: This license will terminate immediately and without notice if you fail to comply with any term or condition of this Agreement. You agree, upon such termination, to destroy all copies of the Program, including all documentation.

4. LIMITED WARRANTY: Program media, if any, is warranted to be free from defects in material and workmanship upon delivery to you. Upon return to us, postage prepaid, any media found by us to be defective when delivered to you will, at our election, be replaced or your purchase price will be refunded. We do not warrant that the operation of the Program, including documentation, will be uninterrupted or error-free. Except with respect to indemnification as set out below, in no event will we be liable for direct, indirect, special, incidental, or consequential damages arising out of the use of, or inability to use, the Program or documentation, and in no case shall our liability exceed the amount of the license fee.

THE FOREGOING WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED AND, EXCEPT AS PROVIDED HEREIN, WE MAKE NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PROGRAM, MEDIA OR DOCUMENTATION, INCLUDING THEIR QUALITY, PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow the limitation of implied warranties so these limitations above may not apply to you.

5. INDEMNIFICATION: We agree to indemnify you and hold you harmless from and against any claims, actions, or demands alleging that the Program infringes any United States patent, trademark, copyright, or other intellectual property right of any third party registered with the United States Patent and Trademark Office. However, we shall have no obligation hereunder for or with respect to claims, actions, or demands alleging infringement that arise by reason of the combination of the Program or any part thereof with any items not supplied by us.

The foregoing indemnities are conditioned on prompt written notice of any claim, action, or demand for which indemnity is claimed, complete control of the defense and settlement thereof by us, and your cooperation in such defense.

6. EXPORT CONTROLS: You may not use the Program or applications incorporating Program components except in compliance with all applicable United States export laws and regulations.

7. CHOICE OF LAW: This license shall be governed and construed in accordance with the laws of the State of New Hampshire, without giving effect to its conflicts of laws principles, and the courts of which shall have exclusive jurisdiction over all disputes arising hereunder.

8. ACKNOWLEDGMENT: YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT, AND AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. YOU ALSO AGREE THAT THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF AGREEMENT BETWEEN THE PARTIES AND SUPERSEDES ALL PRIOR PROPOSALS, AGREEMENTS, OR UNDERSTANDINGS, WRITTEN OR ORAL, WITH RESPECT TO THE SUBJECT MATTER OF THIS AGREEMENT.

Should you have any questions concerning this Agreement, please contact in writing:

Auric Systems International  
85 Grove Street  
P.O. Box 458  
Peterborough, NH 03458

# CN!Express®

---

CX-6000®  
~Single User~  
Version 3.38

Federally-Approved AES Encryption

## **Auric Systems International**

P.O. Box 458  
Peterborough, NH 03458  
603-924-6079

[sales@AuricSystems.com](mailto:sales@AuricSystems.com)  
[support@AuricSystems.com](mailto:support@AuricSystems.com)  
[www.AuricSystems.com](http://www.AuricSystems.com)



# Table of Contents

<b>Chapter 1. Welcome to CN!Express Single User .....</b>	<b>1</b>
Using This Manual .....	2
Printing This Manual and the Quick Reference Card.....	3
Contacting Auric Systems International.....	4
<b>Chapter 2. Installing and Setting Up CN!Express .....</b>	<b>5</b>
Minimum and Recommended System Requirements .....	6
Installing CN!Express.....	7
Starting Up the First Time .....	12
Changing the Default Password for ADMIN .....	14
Setting Up Other Users.....	15
Uninstalling and Reinstalling CN!Express .....	22
<b>Chapter 3. Starting Up, Shutting Down, First Transaction.....</b>	<b>23</b>
Starting Up CN!Express .....	24
Shutting Down CN!Express .....	25
Before You Try Your First Transaction .....	26
Creating and Sending Your First Transaction .....	27
<b>Chapter 4. Going Live and Changing Your Password.....</b>	<b>31</b>
Switching to the Live Version .....	32
Setting Up Your Processing Service .....	33
Switching the Live Version into DEMO Mode.....	35
Using the Live CN!Express .....	39
Changing Your Password .....	40

**Chapter 5. Understanding the CN!Express Screen ..... 41**

Understanding the CN!Express Screen .....	42
Menu Bar .....	43
Print/Flag Buttons Bar .....	44
Active and Completed Transactions Tables .....	45
Filter Buttons/Message Bar .....	48
Data Entry Forms.....	49
Transaction Buttons/Messages Bar .....	55
Status Bar.....	56
Standard Buttons and Keyboard Commands .....	57

**Chapter 6. Recording New Transactions ..... 59**

Sale .....	60
Authorization .....	64
Delayed Capture/Deposit.....	68
Refund/Credit .....	70
Void .....	75
Voice Authorization and Capture (Forced Capture).....	76
Partial Void.....	80
Split Capture .....	82

**Chapter 7. Sending Transactions ..... 85**

Sending Several Transactions in a Group.....	86
Saving and Sending One Transaction in One Step.....	88
What Happens after You Send a Transaction.....	89

**Chapter 8. Changing and Flagging Transactions ..... 91**

Selecting a Transaction.....	92
Changing (Editing) an Active Transaction.....	94
Deleting or Closing an Active Transaction .....	95
Requesting Fraud Detection on a Transaction.....	97
Flagging or Unflagging an Active Transaction .....	99

**Chapter 9. Changing Tables: Layout, Sorting, Filtering.. 103**

Deciding Whether Your Changes Affect Both Tables .....	104
Adding, Removing and Re-ordering Columns on the Tables ....	106
Sorting the Tables .....	109
Filtering the Tables .....	110

**Chapter 10. Printing Tables, Reports, and Receipts..... 117**

Printing the Tables.....	118
Printing a Standard Summary Report.....	122
Changing the Print Setup for Tables and Reports .....	125
Customizing Table Printouts and Standard Reports.....	126
Printing a Receipt .....	128

**Chapter 11. Customizing Your System Settings..... 131**

Changing the General Options .....	132
Setting Up Currencies.....	134
Setting Up Countries .....	136
Changing Receipt Settings.....	138

**Chapter 12. Working with Batches ..... 141**

Closing Batches .....	142
Batch History .....	143

**Chapter 13. Importing, Exporting, and Archiving ..... 145**

Importing Files .....	146
Exporting Transactions.....	152
Archiving Completed Transactions .....	159

**Chapter 14. Using the On-Screen Buttons ..... 161**

Recording and Saving a Transaction Using Buttons .....	162
Sending Transactions in a Group Using Buttons.....	163
Flagging/Unflagging Transactions Using Buttons .....	164
Printing a Standard Summary Report Using Buttons .....	165
Creating a Custom Report Using Buttons .....	166

**Chapter 15. Maintenance and Troubleshooting ..... 169**

Maintenance Contract.....	171
Backup and Restore .....	173
Troubleshooting Questions and Answers .....	174

**Appendix A. Advanced Filtering Techniques..... 177**

Understanding the Define Filter Screen .....	178
--	-----

A Filter with Two Conditions.....	181
A Filter That Uses Brackets.....	186
A Filter That Uses Nested Brackets .....	188
<b>Appendix B. Client/Server .....</b>	<b>191</b>
<b>Appendix C. Processing Service Information .....</b>	<b>193</b>
Paymentech Orbital Gateway .....	194
<b>Appendix D. Keyboard Shortcuts.....</b>	<b>197</b>
<b>Index.....</b>	<b>205</b>

# Chapter 1.

# Welcome to

# **CN!Express**

# Single User

Thank you for selecting CN!Express Single User (SU) CX-6000 to process your credit card, purchase card, and check transactions. CN!Express connects you directly with your credit card, purchase card, and check processing service. CN!Express offers the following features:

- Secure storage of credit card and checking account numbers, using Federally-approved AES encryption
- Commands, fill-in-the-blank forms, menus, and buttons that make it easy for any user to record and send transactions
- On-screen information about each transaction that you can customize for your individual needs
- Prompts, messages, and reports that tell you the exact status of each transaction
- Standard reports and filters available with one click of the mouse

CN!Express works with many different operating systems, processing services, and currencies. No matter what processing service you use, and no matter where your business takes you, CN!Express is ready.

This chapter contains information on using the manual and contacting Auric Systems International.

## Using This Manual

The step-by-step instructions in this manual explain how to operate CN!Express using your keyboard for most tasks.

The names of keys on your keyboard are printed in bold as follows: **Enter**. Here are some examples:

<i>If You See . . .</i>	<i>Do This . . .</i>
Press <b>Enter</b> .	Press the Enter key.
Press <b>Alt T</b> .	Press the Alt key and the letter T key at the same time.
Press <b>Ctrl P</b> .	Press the Ctrl key and the letter P key at the same time.
Press <b>F2</b> .	Press the F2 function key.
Press <b>Y</b> .	Press the letter Y key by itself.

The titles of screens and any information that appears on the screens (for example, the names of boxes or tabs) are printed as follows: Active Transactions.

If you prefer to use only your mouse and the on-screen buttons to record, send, and report on transactions, see “Chapter 14. Using the On-Screen Buttons” on page 161.

## Printing This Manual and the Quick Reference Card

You can view and print this manual from the Help menu. Press **F1**.

The “Quick Reference Card” is also available from the Help menu (press **Alt H**, then **Q**), for easy reference while you work. The Quick Reference Card runs through the basic steps for starting up, shutting down, recording and saving a transaction, sending a transaction, editing and deleting a transaction, filtering, and printing.

To view and print the manual and Quick Reference Card, you need Adobe Acrobat Reader. You can download Acrobat Reader for free:

1. Press **Alt H** (Help menu).
2. Press **G** (Get Acrobat Reader).
3. Follow the instructions at the Adobe Acrobat website.

Bound, hard copies of this manual are also available from Auric Systems International. Contact support ([support@AuricSystems.com](mailto:support@AuricSystems.com)) to purchase your copies.

## Contacting Auric Systems International

To contact Auric Systems International:

---

**Phone:** 603-924-6079

---

**E-mail:** support@AuricSystems.com (technical support)  
sales@AuricSystems.com (sales)

---

**Web Site:** [www.AuricSystems.com](http://www.AuricSystems.com)

---

When you call, please have your serial number handy. When you purchased CN!Express over the Internet, the serial number and activation key were faxed or e-mailed to you.

After you install the live CN!Express, you can find your serial number and activation key under the Help menu:

1. Press **Alt H** (Help menu).
2. Press **A** (About).
3. Scroll down to find Serial Number and then Activation Key.
4. Write down the numbers.
5. Press **Enter** to leave the Help menu.

# **Chapter 2.**

# **Installing and**

# **Setting Up**

# **CN!Express**

This chapter describes the minimum and recommended system requirements for CN!Express Single User; how to install the software on your computer system; and how to set up CN!Express.

# Minimum and Recommended System Requirements

## Minimum System Requirements

*CN!Express requires:*

- A minimum of 128 Mbytes of memory
- An active TCP/IP connection and fixed IP address for submitting transactions to your processing service.

*CN!Express runs on any of the following platforms:*

- NT 4.0
- NT 2000
- XP

For initial installation, you'll need approximately 40 Mbytes of hard disk space.

You should install Internet Explorer 5.5 (or better) with 128-bit encryption.

## Recommended System Requirements

For the best performance, use Windows NT 4.0, NT 2000, or XP, with a minimum of 128 Mbytes of memory.

You should keep a minimum of 100 Mbytes of free disk space to ensure a long-lived and trouble-free installation.

Additional information about system requirements is available at [www.AuricSystems.com](http://www.AuricSystems.com).

## Important Information

Your processing service has its own minimum operating requirements. See "Appendix C. Processing Service Information" on page 193 for information on your specific processing service.

*CN!Express* Single User is designed to be installed and run from the desktop. It should not be run from a shared server. If you're working in a shared environment, use *CN!Express* Multi-User.

## Installing CN!Express

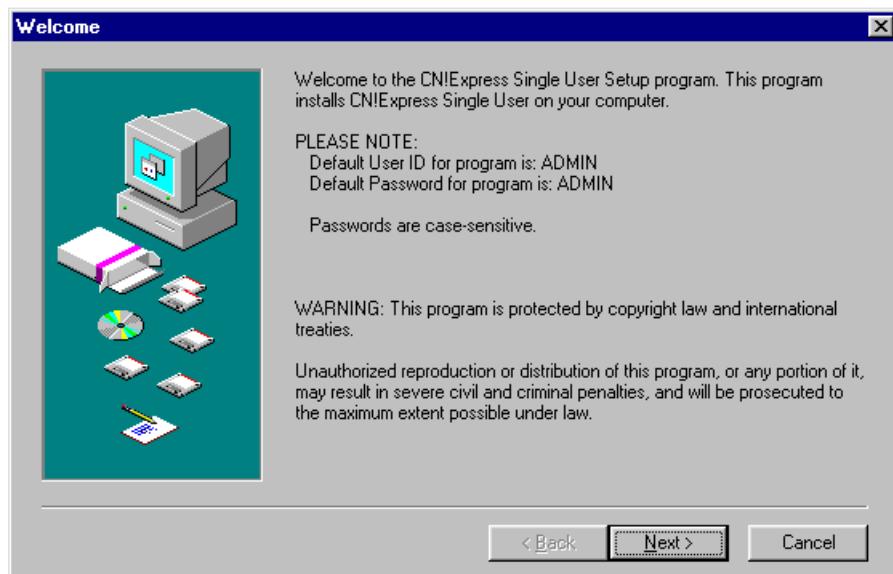
CN!Express always automatically installs in the demonstration (not the live) version. After you configure CN!Express the way you want and practice using it, you switch manually to the live version.

- With the demonstration version of CN!Express, transactions never go anywhere; the demonstration version merely acts as if they did.
- With the live CN!Express, transactions are really sent to and processed by your processing service. (The live CN!Express also offers a DEMO mode. This is not the same as the demonstration version, although it acts the same. DEMO mode can be switched on and off for individual users.)

You can install the demonstration version even if you haven't purchased and registered the live CN!Express. The demonstration version lets you try out the application and procedures without worrying about mistakes. However, you can't run the demonstration version on the same computer as the live version.

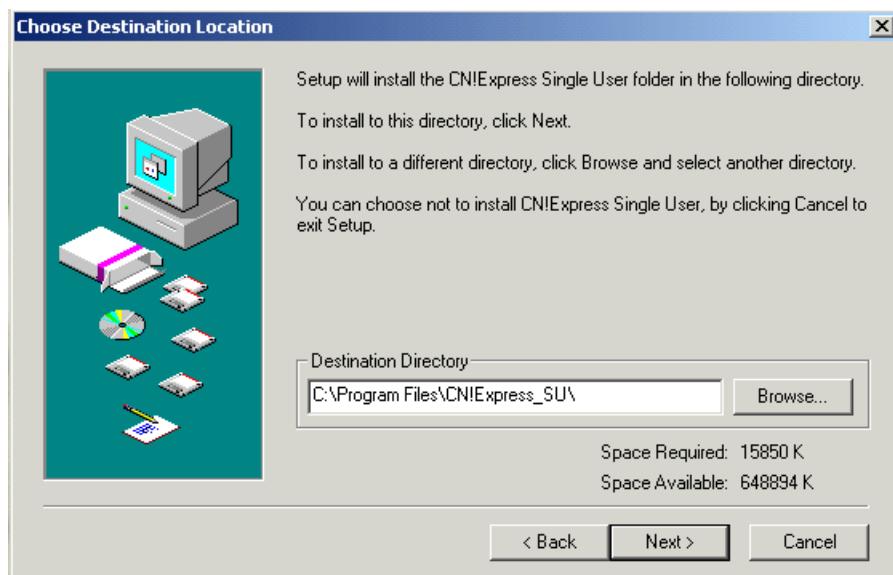
1. Begin the installation from the Auric Systems International web page ([www.AuricSystems.com](http://www.AuricSystems.com)). Go to Downloads and follow the instructions for downloading CN!Express Single User CX-6000.

The following screen appears:

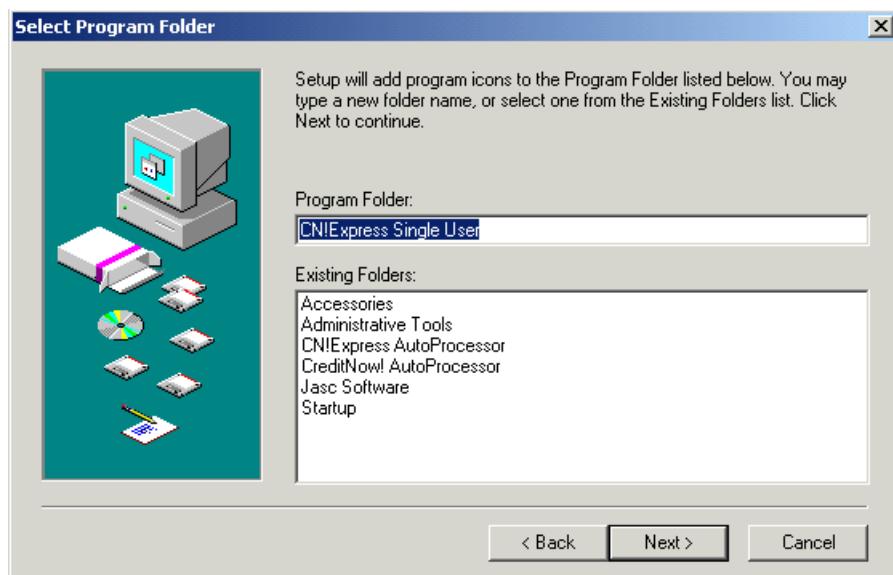


2. Click on 

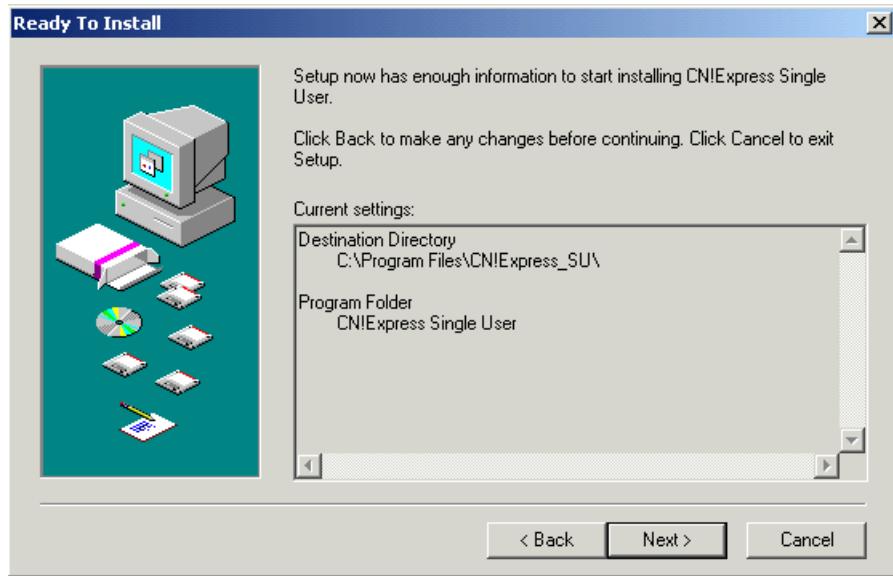
3. Read the license screen. Print it if you like. Click on  to accept the license and to view:



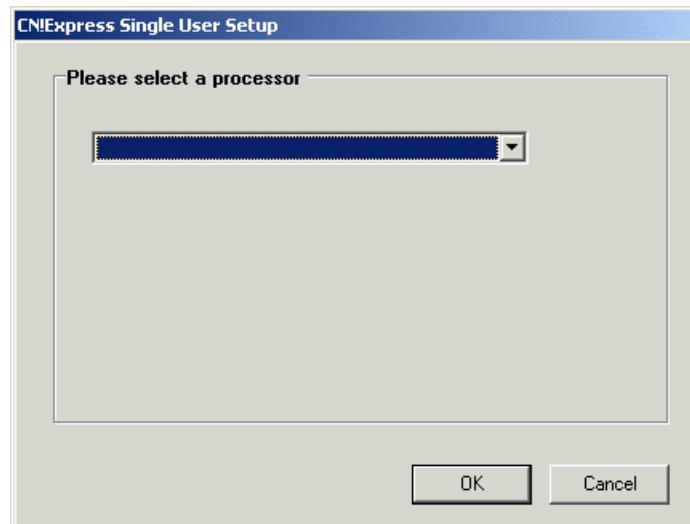
4. Click on  to view:



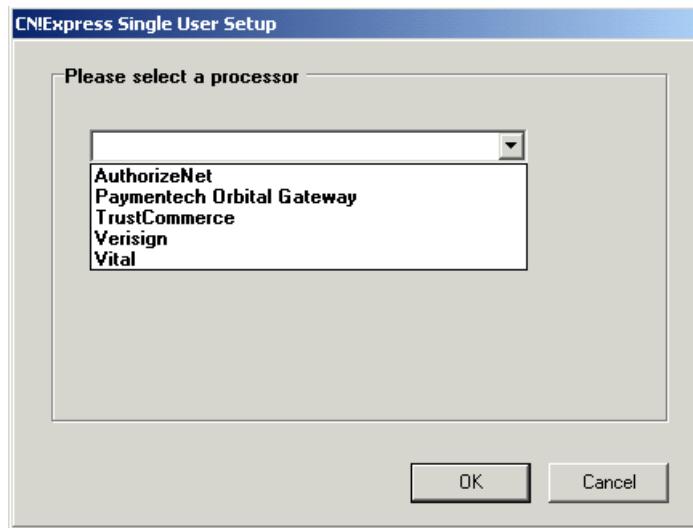
5. Click on  to view:



6. Click on  to view:

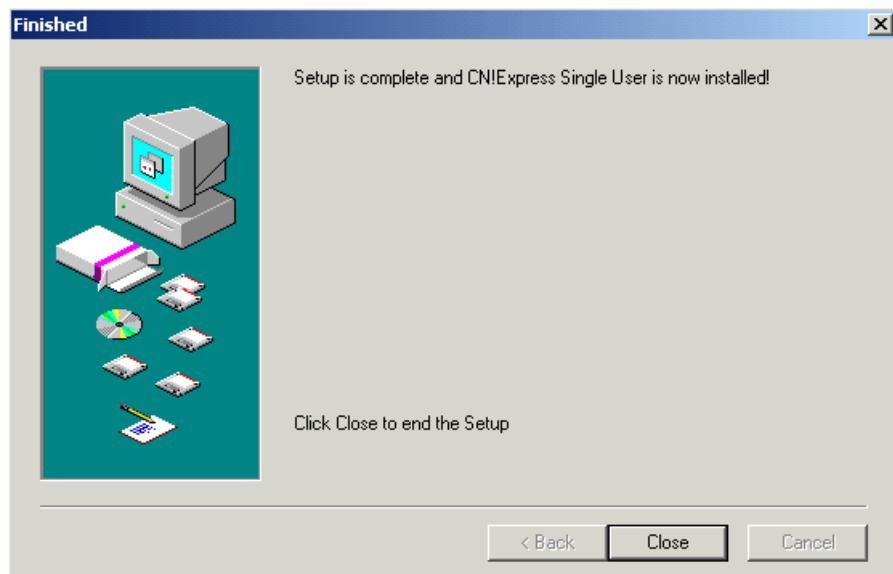


7. Click on  to view a screen like the following:



Click on the processing service you want to use.

8. Click on **OK** to view:



9. Click on **Close**

An icon appears on your desktop:



After installing the demonstration version of CN!Express, you may want to:

---

Auric Systems International strongly recommends that you practice using the features of CN!Express in the demonstration version *before* you switch to live.

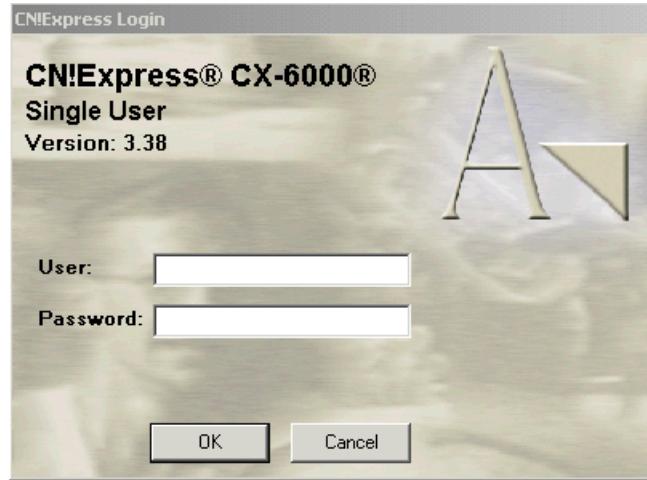
---

<i>Do This . . .</i>	<i>For Instructions, See . . .</i>
START UP	page 12
CHANGE THE ADMIN PASSWORD ( <b>RECOMMENDED</b> )	page 14
SWITCH TO THE LIVE CN!EXPRESS	page 31

## Starting Up the First Time

When you "double click," you click the mouse button quickly two times.

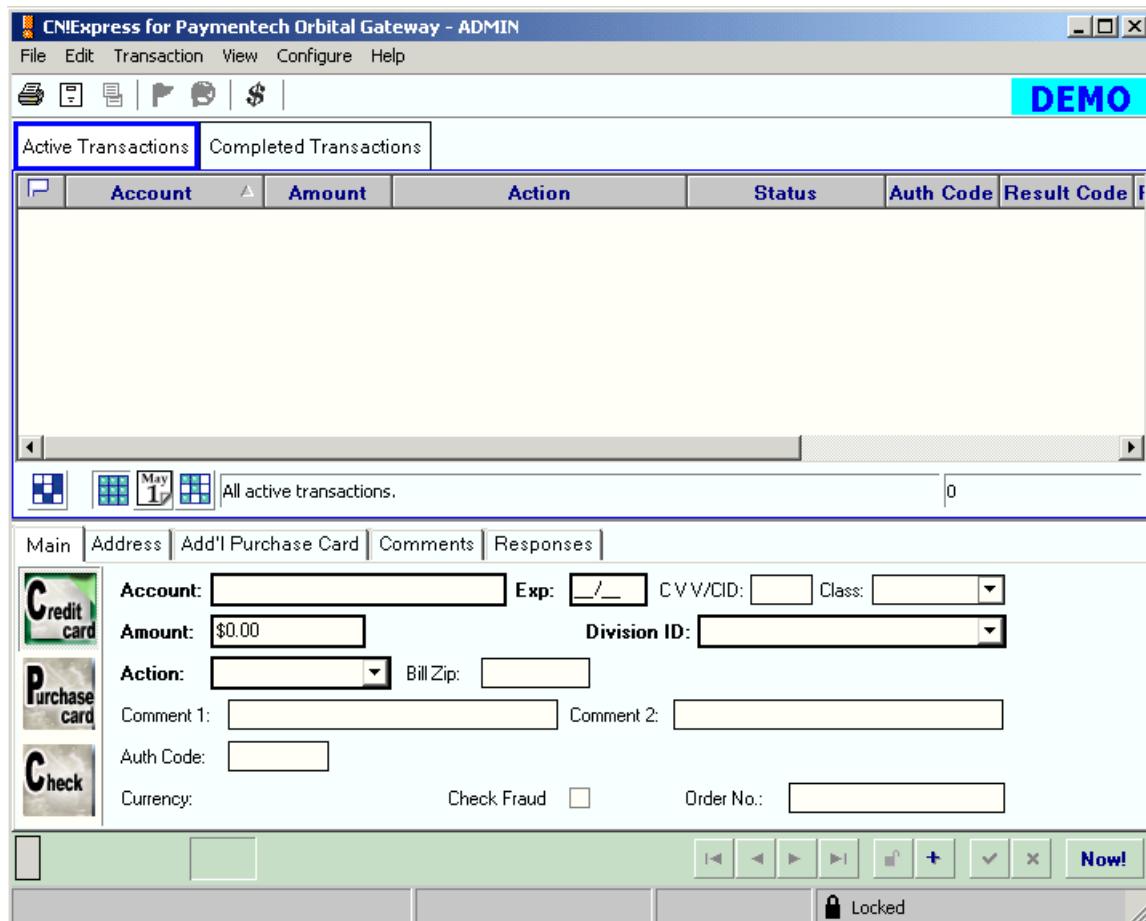
1. On your computer desktop, double click on  to view:



You must type both the User name and Password. The User name is ADMIN. The Password is ADMIN.

As soon as CN!Express starts up, change the password **immediately**, as explained on page 14.

2. In the User box, type **ADMIN** (in all capital letters).
3. Press the **Tab** key on your keyboard.
4. In the Password box, type **ADMIN** (in all capital letters.) The screen hides your password and shows \*\*\*\*\*.
5. Press **Enter** to view a screen like the following:



---

The same word appears when CN!Express is live and in the DEMO mode.

---

The word DEMO appears in the upper right corner. As long as DEMO is on the screen, you can't really send transactions to your processing service.

# Changing the Default Password for ADMIN

You should change the default password for the ADMIN user immediately. The ADMIN user has special privileges. For example, the ADMIN user can decide which users are allowed to give refunds and how much money they're allowed to handle. You don't want everyone to be able to make those decisions.

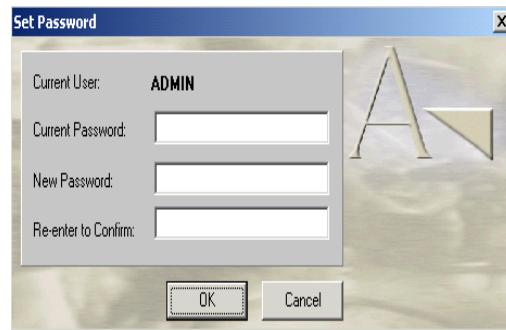
---

Only the ADMIN user can change the ADMIN password.

---

To change the default password for ADMIN:

1. Press **Alt C** (Configure menu).
2. Press **S** (Set Password) to view:



3. Type the default password ADMIN in the Current Password box.
4. Press the **Tab** key on your keyboard.
5. Type a new password in the New Password box. (The password appears as a series of asterisks: \*\*\*\*\*.)
6. Press the **Tab** key on your keyboard.
7. Type your new password again in the Re-enter to Confirm box. (The password appears as a series of asterisks: \*\*\*\*\*.)
8. Press **Enter**.

From now on, when you log in as ADMIN, you must use the new password.



*Do not forget your new ADMIN user password.*

---

You can't add or delete users, archive or change your processor setup unless you log into CN!Express as an ADMIN user; and you can't log in without your password.

# Setting Up Other Users

You must be an ADMIN user to add or delete other users or change their user information.

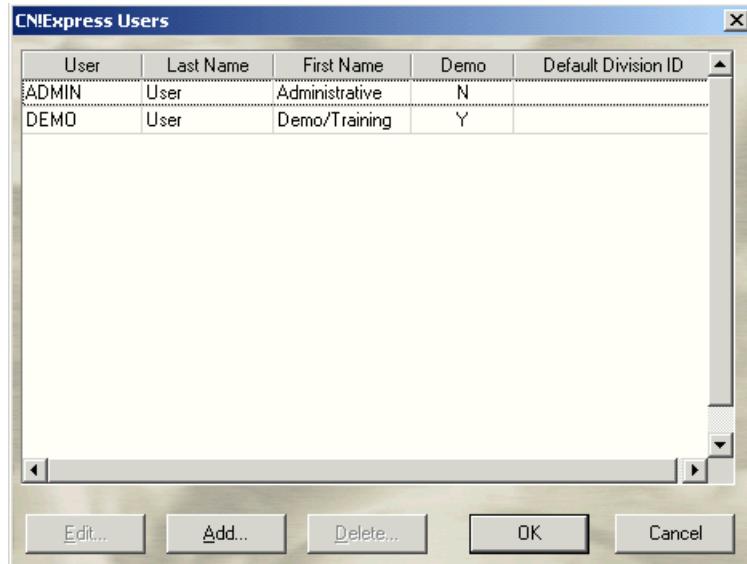
You can add and delete users, change their user privileges (the types of information they can see or change on CN!Express), decide whether they can issue refunds, and limit the amount of money they can handle during a single transaction.

## Adding a User

To add a user to the system:

1. Make sure you are logged into the system as an ADMIN user.
2. Press **Alt C** (Configure menu).
3. Press **U** (Users) to view:

CN!Express comes with two user accounts: ADMIN (for the ADMIN user) and DEMO (so that anyone can use CN!Express in DEMO mode).



4. Press **A** (Add) to view:

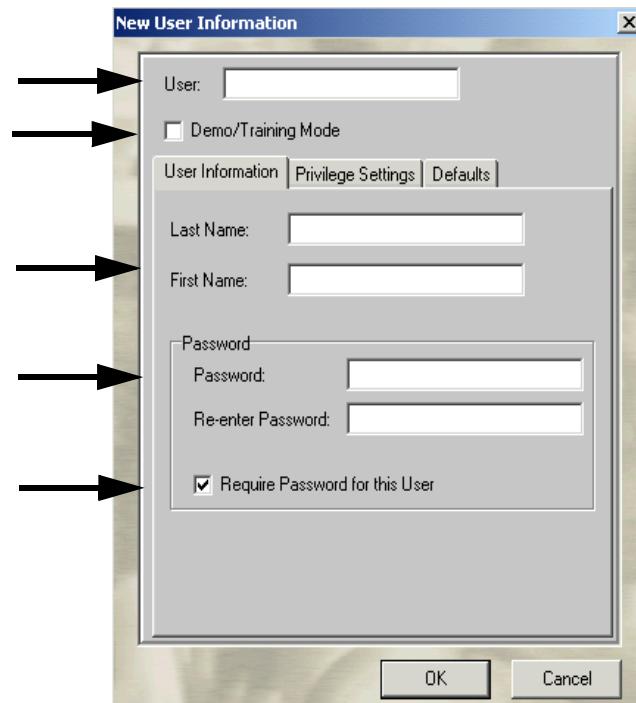
A unique name for the user account (any combination of 4 to 20 characters).

A check-mark in this box means the specific user always works in DEMO mode; since transactions aren't really saved or sent to a processing service, this mode is most useful for training.

The last and first names of the user.

A unique password (at least four characters); you'll see \*\*\*\* in the boxes.

A check-mark in this box means the user must enter his or her password to start CN!Express; if you remove the check-mark, the user can change the password to no characters (blank) and still log in. Auric Systems International recommends that you *keep a check-mark here*.



You can't give two users the same user name or the same password.

5. Fill out the boxes.

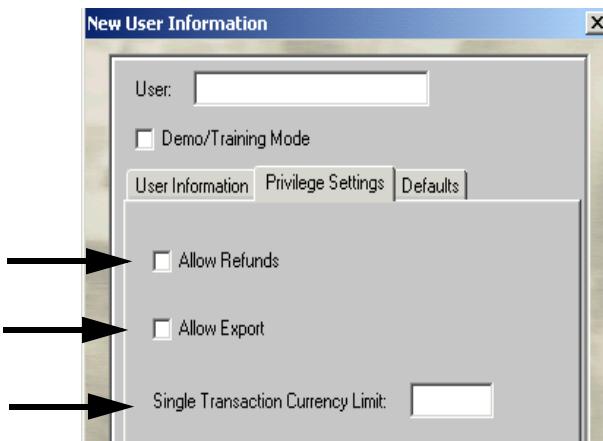
Auric Systems International recommends keeping the check-mark at Require Password for this User.

6. Click on the Privilege Settings tab to view:

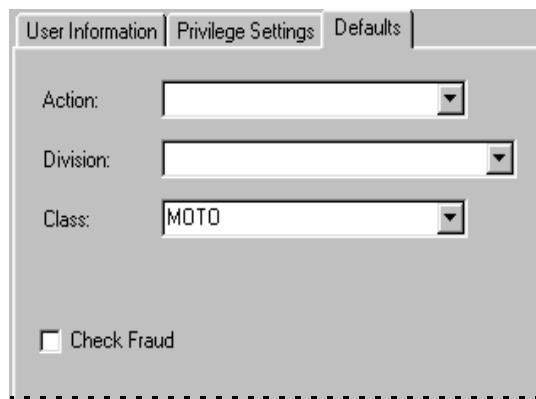
A check-mark in this box means the user can make refunds; if this box is left blank, the user can't make refunds.

A check-mark in this box means the user can export transactions; if this box is left blank, the user can't export.

Type the maximum amount that the user is allowed to handle during any transaction (including sales and refunds); if this box is left blank, the user can handle any amount (there isn't any maximum).



7. Click on the Defaults tab to view a screen like the following:



The information you should enter on this screen depends on the requirements of your processing service. This screen shows the defaults that appear on the Main data entry form every time this particular user starts a new transaction.

- Under Action, a default action appears automatically. You can leave this as is or select another action.
- If you leave Division blank, the default division (also known as Merchant ID) is the first one you've established under processor setup. Other divisions may be available.
- The default class (way in which the transaction was received) is by MOTO (mail order or telephone). The other choices are recurring or E-commerce (over the Internet).
- The default is no check-mark; your processing service won't automatically check transactions for fraud. If you click on the box to add a check-mark, your processing service should automatically check all transactions for fraud.

8. When you've finished filling out the forms, press **Enter** to add the user to the list.
9. Press **Enter** to save your changes and exit the Configure Users screen.

---

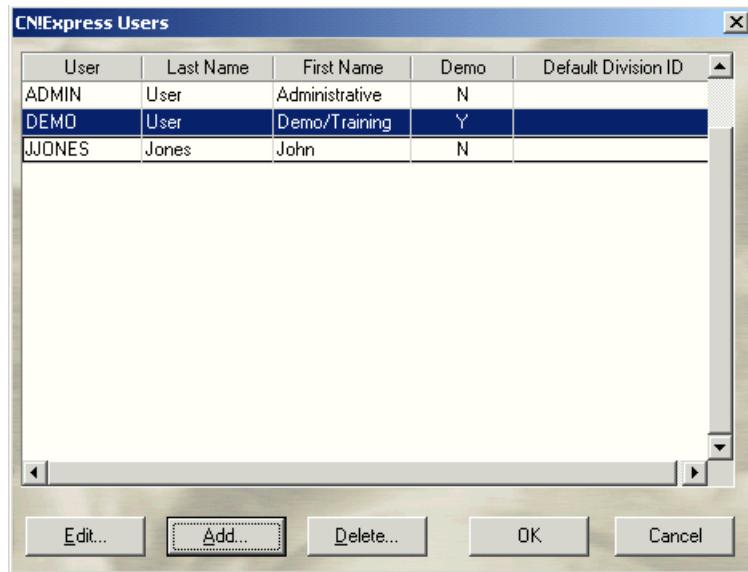
Each processing service handles fraud checking in its own way. Ask your processing service for an explanation of their requirements and options.

---

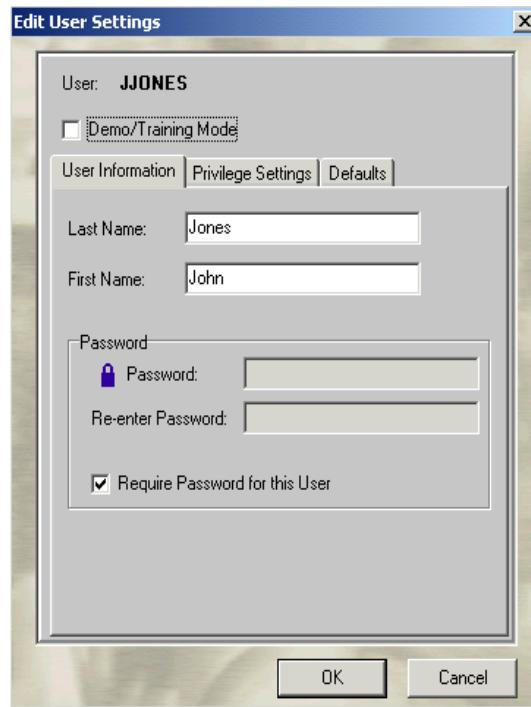
## Changing User Information

If you aren't the ADMIN user but want to change your own password, see "Changing Your Password" on page 40.

1. Type **Alt C** (Configure menu).
2. Press **U** (Users) to view:



3. Click on the user's name (in this example, JJONES).
4. Press **E** (Edit) to view:



5. Change any information you want to change.
6. To change the password, click on  to view:



7. Type the current ADMIN password in the Password box. (The password appears as a series of asterisks: \*\*\*\*\*.)
8. Press **ENTER** to view:



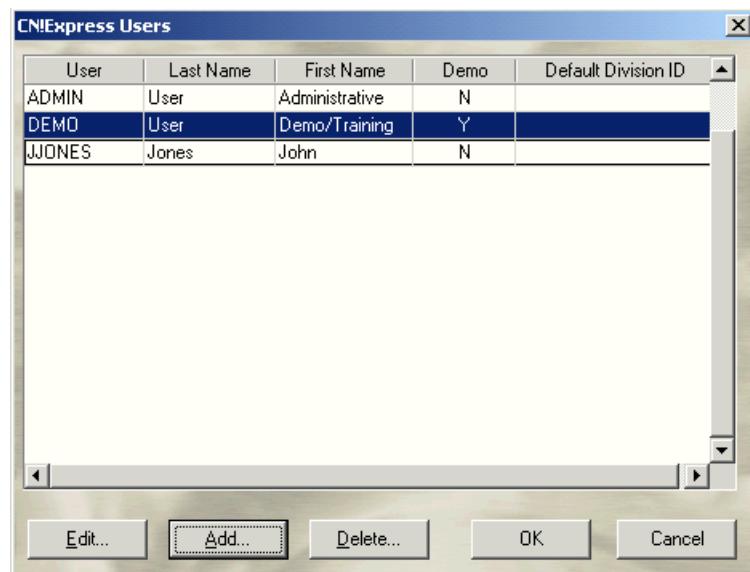
The new password must be at least four characters long.

CN!Express is case-sensitive. For example, ADMIN, Admin and admin are three different passwords.

9. Type the new password into the unlocked Password box. (The password appears as a series of asterisks: \*\*\*\*\*.)
10. Type the password again in the Re-enter Password box. (The password appears as a series of asterisks: \*\*\*\*\*.)
11. Press **Enter** to enter the changes you've made.
12. Press **Enter** to save your changes and exit the Configure Users screen.

## Deleting a User

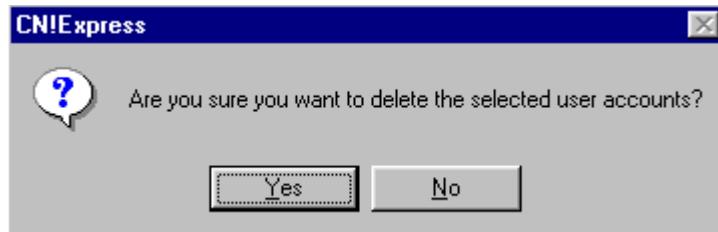
1. Type **Alt C** (Configure menu).
2. Press **U** (Users) to view:



You can't delete the ADMIN user. You can delete the DEMO user.

3. Click on the user's name (in this case JJONES).
4. Press **D** (Delete) to remove the user from the user list.

CN!Express displays the following message:



When you delete a user, you *don't* delete any transactions that the user entered or processed.

5. Press **Y** (Yes).

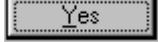
CN!Express displays a message like the following:



6. Press **Enter**.
7. Press **Enter** again, to save your changes and exit the Configure Users screen.

## Uninstalling and Reinstalling CN!Express

To uninstall CN!Express (either the live working CN!Express or the demonstration version):

1. Exit CN!Express.
2. Click on the Start button on your desktop.
3. Click on Programs.
4. Click on CN!Express Single User.
5. Click on Remove CN!Express Single User.
  
6. Click on  Yes

CN!Express is removed from your computer.

7. You must manually remove the CN!Express directory from your system. You can find it using Windows Explorer. The default name of the directory is CN!Express\_SU and its default location is under Program Files.

Decide whether you want to save the current data base of transactions.

- If you do, first back up your data base, as explained in “Backup and Restore” on page 173. Then delete the entire directory.
- If you don’t, delete the entire directory.

To reinstall CN!Express, use the installation procedure described earlier in this chapter.

# Chapter 3. Starting Up, Shutting Down, First Transaction

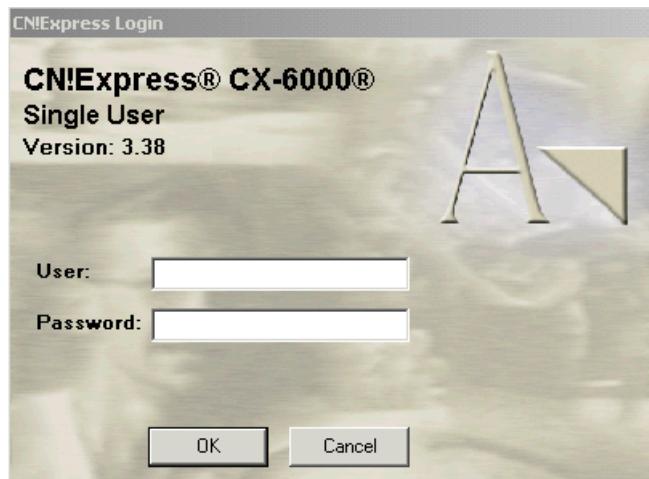
This chapter explains how to start up and shut down CN!Express.

This chapter also describes how to create your first DEMO transaction in CN!Express. This chapter doesn't explain everything you can view or do on the CN!Express screen. For more information, you'll want to read "Chapter 5. Using the CN!Express Screen" on page 41 and "Chapter 6. Recording New Transactions" on page 59.

## Starting Up CN!Express

To start up CN!Express:

1. On your desktop, double click  to view:



---

If someone else was using CN!Express before you, their user name appears in the User box. You must type your own user name.

---

CN!Express is case-sensitive. For example, ADMIN, Admin and admin are three different passwords.

---

2. Type your User name if it isn't already shown.
3. Press the **Tab** key on your keyboard.
4. Type your Password. (The password appears as a series of asterisks: \*\*\*\*\*.)
5. Press **Enter**.

CN!Express opens on the main CN!Express screen.

## Shutting Down CN!Express

To shut down CN!Express, do one of the following:

- Either press **Alt F** (File menu), then **T** (Exit).
- Or press **Alt F4**.

When you shut down, CN!Express saves all the transactions you entered or changed, and all the user preferences, table layouts, sorts and configurations that you set up.

## Before You Try Your First Transaction

You are about to learn how to send a transaction. You don't want this first transaction to be really saved or really submitted to your processing service. Therefore, make sure you are working in either the demonstration version of CN!Express or in the DEMO mode of the live version. (For more information about the DEMO mode, see "Chapter 4. Going Live and Changing Your Password" on page 31.)

Make sure that the word DEMO appears in the upper right corner of the CN!Express screen. If DEMO doesn't appear, *do not try the sample transaction.*

As long as DEMO appears on the upper right corner of the CN!Express screen, you can practice any procedure in this manual without affecting real credit cards, purchase cards, or checks, and without sending real transactions to the processing service.

# Creating and Sending Your First Transaction

For this example, *you must be in the DEMO mode or in the demonstration version of CN!Express*. The word DEMO must appear in the upper right hand corner of your screen.

## Creating Your First (DEMO) Transaction

1. Press **Ctrl 2** to view the Active Transactions table.
2. Press **F2** (Main menu).
3. Press **Enter** to start a new transaction.
4. Type information into the boxes that are **bold**:

Instead of pressing **Enter** in Step 3, you can click on

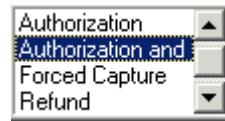


Don't type a dollar sign in Amount. CN!Express automatically adds a \$ to U.S. currency.

<i>In This Box . . .</i>	<i>Type . . .</i>	<i>Press the Tab key . . .</i>
Account (credit card account number)	<b>5151301400246102</b>	<b>Tab</b> to the Exp box
Exp (expiration date of card)	<b>0204</b>	<b>Tab</b> to the Amount box
Amount (amount of transaction)	<b>50</b>	<b>Tab</b> to the Action box

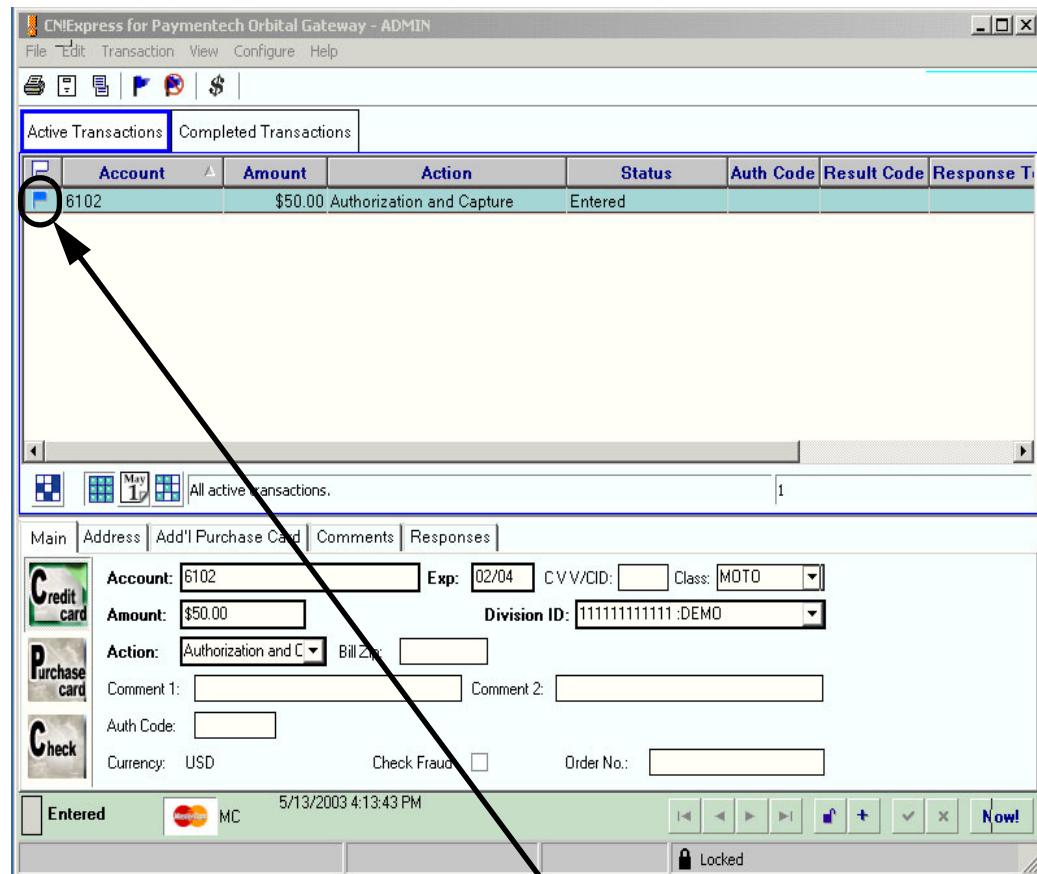
5. The “action” describes the type of transaction (sale, refund/credit or void, for example).

In the Action box, click on  to view a list like the following:



6. Click on Sale or on Authorization and Capture.
7. If any other boxes are **bold**, you must **Tab** to them and fill them in. (Your screen is set up for your specific processing service. Each processing service requires different information.) Otherwise, go to Step 8.
8. Press **Enter**.

You've just saved your first transaction. Your screen should look like this:



After you enter the transaction, a flag appears automatically. This flag shows that your transaction is ready to send to your processing service.

Also, after you enter the transaction, your screen shows a truncated (shortened) account number. Full account numbers appear on the screen only while you're entering or editing a transaction. (The account number is the credit card, purchase card, or bank account number for the transaction.)

---

For information on all fields, press **ALT H** (Help), then **F** (Field Reference).

---

The bottom half of your screen (the Main data entry form) may look different; it shows the exact boxes (fields) that your processing service expects. For example, if your processing service doesn't expect Division ID information, that box won't appear on your screen.

## Sending Your First (DEMO) Transaction

To send your first transaction to your processing service:

1. Press **Alt T** (Transaction menu).
2. Press **F** (Submit Flagged)

The following message appears:



3. Wait. CN!Express DEMO mode simulates (goes through the motions of) sending the transaction to the processing service.

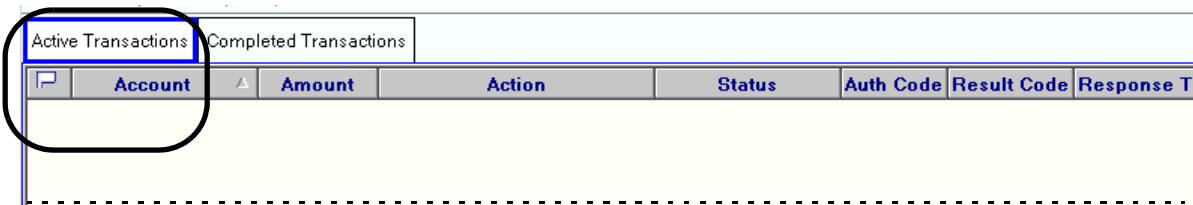
When “processing” is complete, this message appears:



4. Press **Enter**.

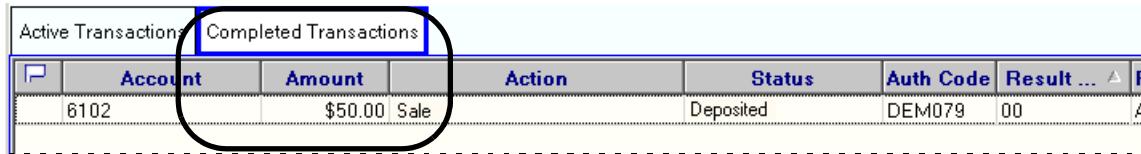
You've just submitted your first transaction (not really, though; in the demonstration version or DEMO mode, nothing goes to the processing service).

CN!Express automatically moves the transaction off the Active Transactions table:



Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result Code	Response Text

5. Press **Ctrl 3** (Completed Transactions) to view:



Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result ...	
	6102	\$50.00	Sale	Deposited	DEM079	00	

Congratulations! You've completed your first transaction.

## Creating a (Demo) Failed Transaction

The previous example resulted in a successful transaction. If you want to see what happens when a transaction fails, repeat the procedure but enter an Amount with an odd number of cents (for example, type in **50.99**). The demonstration version and DEMO mode of CN!Express are set up so that the “processing service” declines any transaction where the amount includes an odd number of cents.

# Chapter 4. Going Live and Changing Your Password

This chapter explains how to switch to the live version of *CN!Express*, how to turn DEMO mode on and off, and how to try out a live transaction, actually sending it to your processing service. It also describes how to change your own password, even if you aren't an ADMIN user.

## Switching to the Live Version

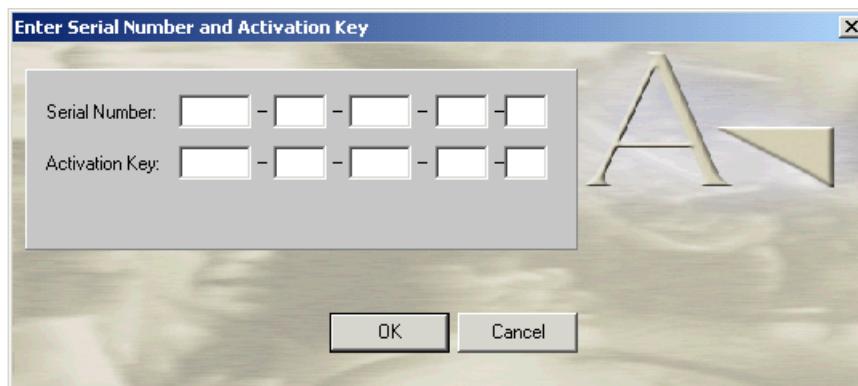
The live CN!Express requires an **active TCP/IP** connection to process transactions. (That is, the TCP/IP connection must be active if you want to submit transactions to the processing service.)

After installing CN!Express, you may switch from the demonstration version to the live version at any time. Auric Systems International strongly recommends:

- Practicing with and configuring CN!Express in the demonstration version
- Placing the live version in DEMO mode when new users need to gain experience with the features of CN!Express (see page 35)

To switch from the demonstration version to live:

1. Type **Alt C** (Configure menu).
2. Press **K** (Serial Number and Activation Key) to view:



3. Type in your serial number and activation key. When you purchased CN!Express over the Internet, the serial number and activation key were faxed or e-mailed to you.
4. Press **Enter**.

When you go live, all the transactions you entered and submitted in the demonstration version disappear from the Active Transactions and Completed Transactions screens.

## Setting Up Your Processing Service

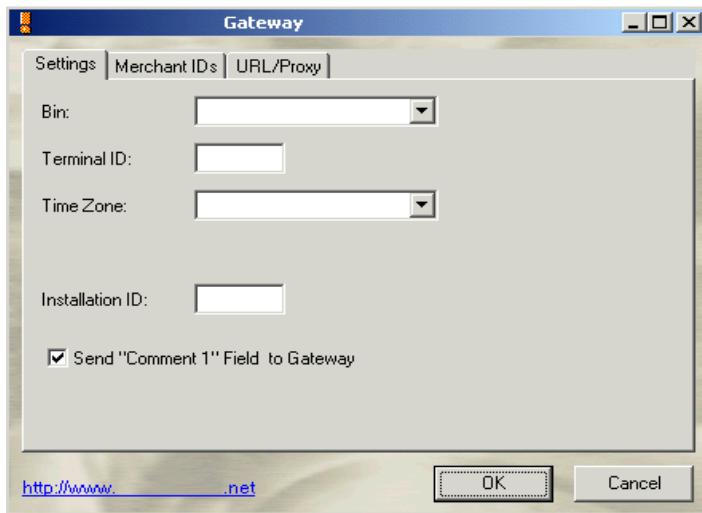
You must set up the live CN!Express to handle your specific processing service. CN!Express is designed to work with many different processing services. Check with your processing service for its special setup requirements; also see “Appendix C. Processing Service Information” on page 193.

To set up your processing service:

1. Make sure you’re logged into the system as an ADMIN user.
2. Press **Alt C** (Configure menu)
3. Press **O** (Processor Setup) to view a screen like the following:

You can't view this screen or make changes unless you're an ADMIN user.

When you install CN!Express in the demonstration version, this screen is already filled out for you. When you switch to the live CN!Express or change processing services, you must fill in information from your processing service.



The screen, tabs, and boxes that you see are set up for your specific processing service and may look quite different from the ones shown above.

4. Fill in the boxes as needed. (Contact your processing service for their requirements, and refer to “Appendix C. Processing Service Information” on page 193.)
5. If the Send “Comment 1” Field to Gateway appears and if you don’t want to automatically send Comment 1 to your processing service, click on the box to remove the check-mark. Chapter 5 provides more information about comment fields.

6. Press **Enter** to save the changes.

## Switching the Live Version into DEMO Mode

---

Only the ADMIN user can turn DEMO mode on and off.

---

The following sections describe how to turn on, start up, and turn off the DEMO mode of the live CN!Express.

You can't switch from the live CN!Express back to the demonstration version (once you're live, you're always live unless you uninstall and reinstall). But you can switch from the live CN!Express from the LIVE mode to the DEMO mode.

In DEMO mode, practice transactions aren't really sent to the processing service; the actions taken in DEMO mode never affect real credit cards, purchase cards, or checks; and they never affect information in the live CN!Express.

### Turning on DEMO Mode

---

When CN!Express is in DEMO mode, the word DEMO appears in the upper right hand corner.

---

You can turn on DEMO mode in two ways:

- Either log on to CN!Express using DEMO as the user name and as the password
- Or change the user settings for a specific user; whenever that user logs on, CN!Express automatically starts in DEMO mode

Once DEMO mode begins, any live transactions on the Active Transactions and Completed Transaction tables temporarily disappear. They reappear as soon as the DEMO user exits *and* a LIVE user logs on (someone who's permitted to work with the live CN!Express).

To change the user settings for a specific user:

1. You must log in as the ADMIN user.
2. Press **Alt C** (Configure menu).
3. Press **U** (Users).
4. Double click on the user's name to view a screen like the following:



---

The change affects only this one user; all other users may work in the live CN!Express.

---

5. Click on the box next to Demo/Training Mode to add a check-mark.
6. Press **Enter**.
7. Press **Enter**.
8. Press **Alt F4** to exit CN!Express.
9. The user then logs in with his or her own user name and password.

As soon as the user logs in, DEMO mode begins.

## Turning off DEMO Mode

Only the ADMIN user can turn off DEMO mode.

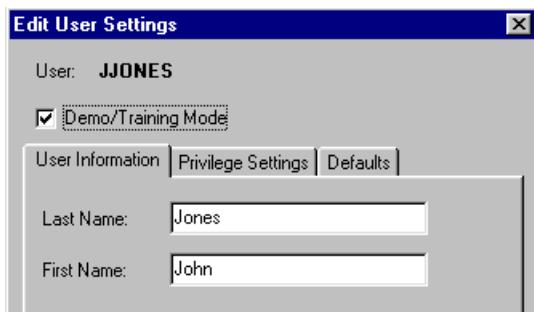
If the user is ready to work in the live CN!Express, DEMO mode must be turned off.

To turn off DEMO mode:

- Either exit CN!Express and log on as a user who's permitted to work in LIVE mode
- Or change the user settings for the specific DEMO user so that user can work in LIVE mode

To edit the user settings:

1. Log into CN!Express as the ADMIN user.
2. Press **Alt C** (Configure menu).
3. Press **U** (Users).
4. Click on the user's name to view a screen like the following:



The change affects only this one user; you have to change user settings one-by-one.

5. Click on the box next to Demo/Training Mode to remove the checkmark.
6. Press **Enter**.
7. Press **Enter**.
8. Press **ALT F4** to exit CN!Express.
9. The user then logs in with his or her own user name and password.

When CN!Express is live, the word DEMO does **not** appear in the upper right hand corner.

When the user logs into CN!Express in the usual way, CN!Express is live for that user (not in DEMO mode). Any transactions the user created, saved, or submitted in DEMO mode no longer appear on the

Active Transactions or Completed Transactions tables. (They reappear as soon as the user returns to DEMO mode.)

In LIVE mode, transactions are really saved and really sent to the processing service.

## Using the Live CN!Express

When you've finished working in the demonstration version or in DEMO mode, you may want to try out the live CN!Express without completing a real transaction.

---

Do not select Sale in the **Action** box. Otherwise, when you press **Alt T, then F**, the processing service will *really* charge \$1 to the credit card holder.

---

Since you have to use a real credit card number, make sure that you:

- Type **1** (one dollar) in the **Amount** box
- Type **A** (Authorize) in the **Action** box

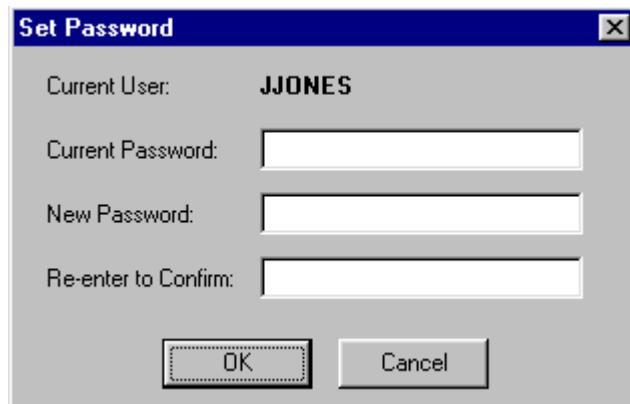
When the processing service finishes authorizing this transaction, it appears on the Active Transactions table (either as a successful authorization or as a delayed capture). You should immediately delete this \$1 transaction:

1. Make sure you're in the live version of CN!Express and *not* in DEMO mode (the word DEMO does not appear on the upper right hand corner of the screen).
2. Click on the transaction.
3. Press **Alt T** (Transaction menu).
4. Press **D** (Delete).
5. Press **Y** (Yes).

# Changing Your Password

To change your own password:

1. Make sure you're logged into the system under your own User name and password.
2. Type **Alt C** (Configure menu).
3. Type **S** (Set Password) to view:



If you don't remember your current password, you can't change it. You must ask someone with ADMIN privileges to help you.

Your password must be between 4 and 20 characters long.

CN!Express is case-sensitive. For example, JONES, Jones and jones are three different passwords.

4. Type your current password in the Current Password box.
5. Press the **Tab** key on your keyboard.
6. Type a new password in the New Password box (you'll see \*\*\*\*\*).
7. Press the **Tab** key on your keyboard.
8. Type your new password again in the Re-enter to Confirm box (you'll see \*\*\*\*\*).
9. Press **Enter** to save your new password. From now on, you must use your new password when you start up CN!Express.

# Chapter 5.

# Understanding

# the CN! *Express*

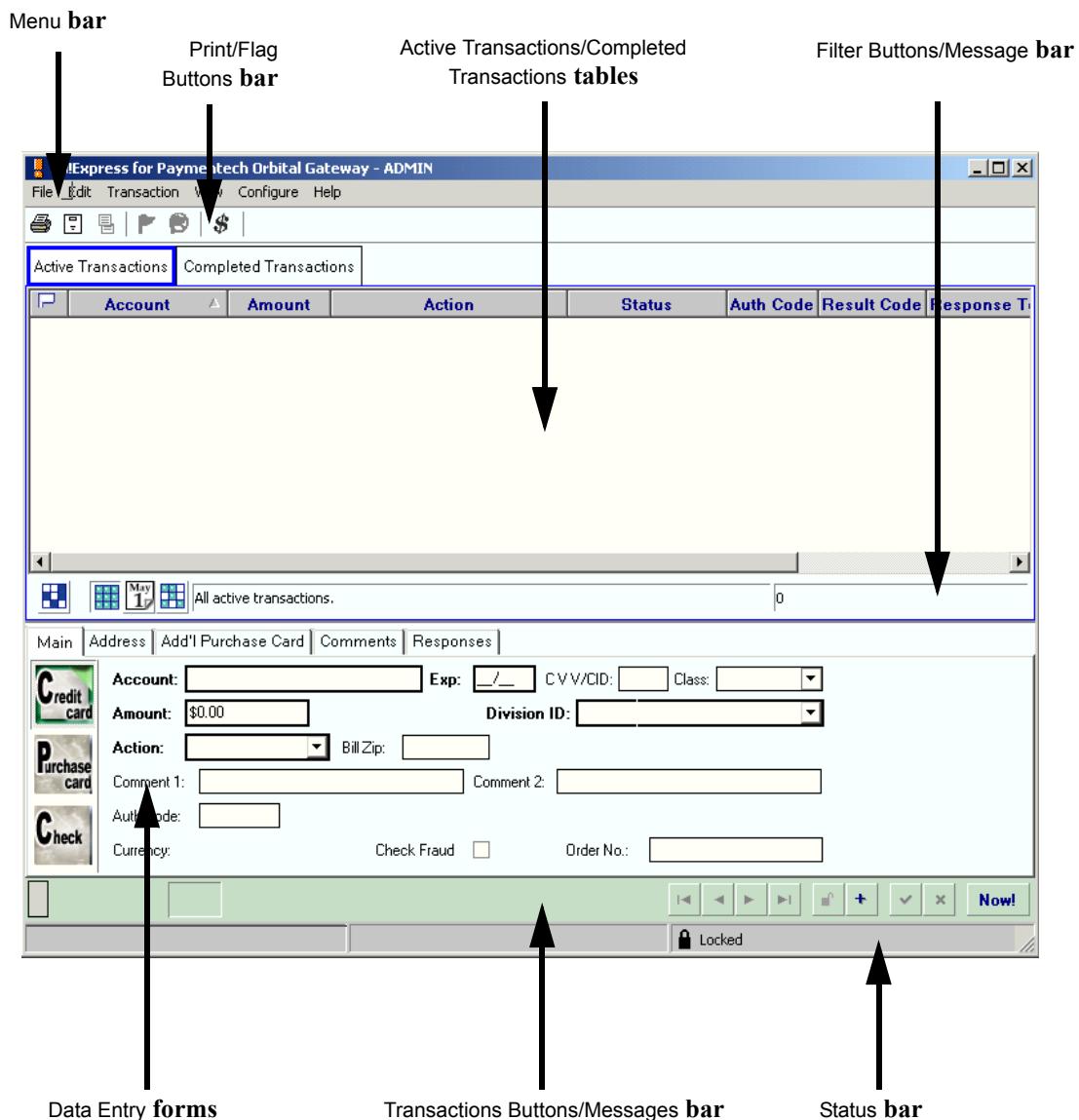
# Screen

On the main CN! *Express* screen you can quickly switch between displays of work in progress (Active Transactions) and completed work (Completed Transactions). You can also quickly switch between the data entry forms for credit cards, purchase cards, and checks. You will work primarily on this main CN! *Express* screen, with commands, pull-down menus, messages, and on-screen buttons.

This chapter explains the CN! *Express* screen, the data entry forms, and the on-screen buttons.

Most of the tasks you want to perform in CN! *Express* can be handled from your keyboard, without using the buttons and the mouse. The use of keyboard commands is explained in the step-by-step procedures that follow this chapter.

# Understanding the CN!Express Screen

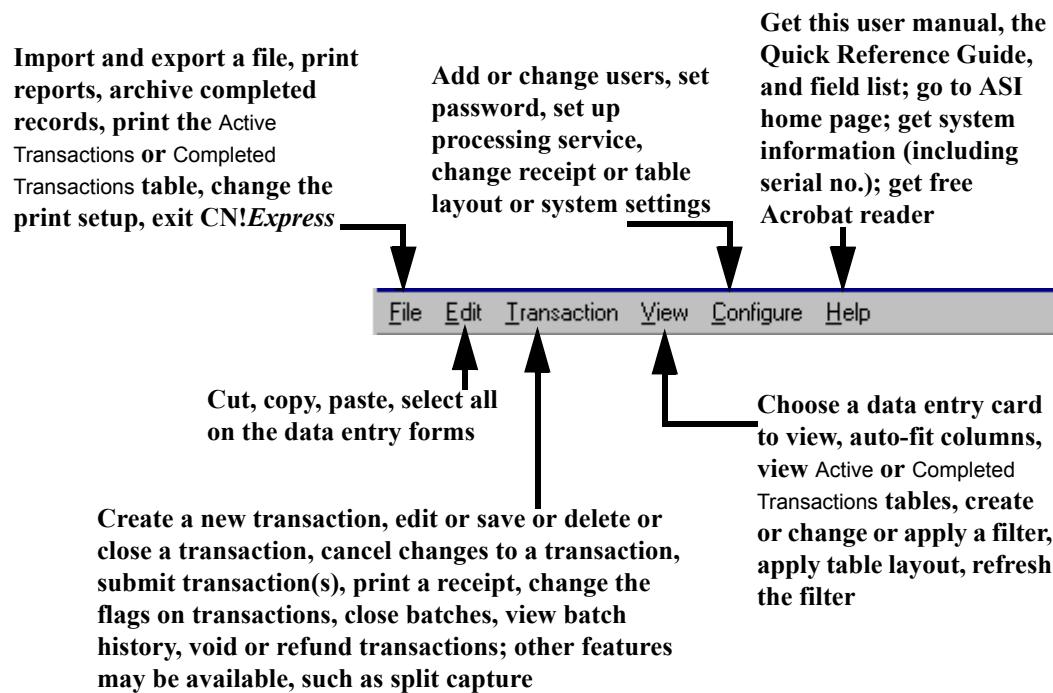


The following sections briefly describe the functions of each part of the screen.

To move around this screen using the keys on your keyboard, press **Tab** to move forward; **Shift Tab** to move back; and **Ctrl Tab** to view the next data entry form.

## Menu Bar

The Menu bar contains six menus:



To view these menus using your keyboard, press the **Alt** key and a letter key at the same time, as follows:

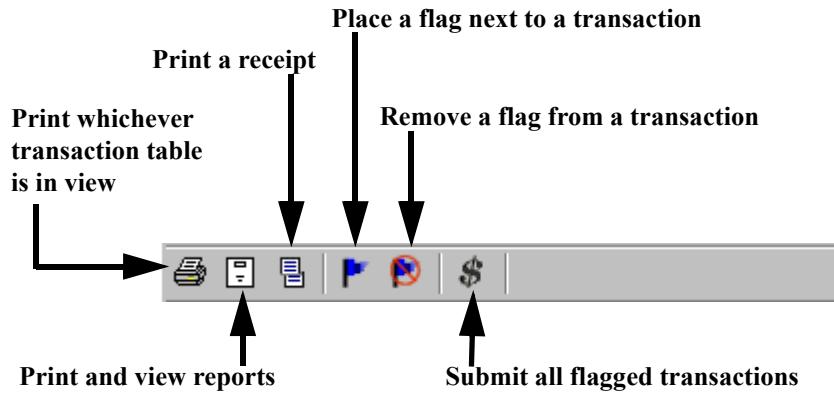
After a menu appears, you can choose an item on the menu by pressing a key on your keyboard. Look for the underlined letter in the item's name and press that key. For example, press **Alt F**, then **T** to Exit (shut down) CN!Express.

Press These Keys Together . . .	To View . . .
<b>Alt F</b>	File menu
<b>Alt E</b>	Edit menu
<b>Alt T</b>	Transaction menu
<b>Alt V</b>	View menu
<b>Alt C</b>	Configure menu
<b>Alt H</b>	Help menu

To leave a menu without making a selection, press **Esc** (not Enter).

## Print/Flag Buttons Bar

The Print/Flag Buttons bar contains six buttons:



You can also print by pressing the **Ctrl** key and a letter key as follows:

<i>Press These Keys Together . . .</i>	<i>To Print . . .</i>
<b>Ctrl P</b>	The table you're viewing
<b>Ctrl R</b>	Standard report

## Active and Completed Transactions Tables

CN!Express lists information on active transactions and completed transactions.

### Active Transactions Table

Click on the Active Transactions tab to view:

Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result Code	Respo
<input checked="" type="checkbox"/>	0100	\$50.00	Sale	Entered			

May 17

All active transactions. 1

### Completed Transactions Table

Click on the Completed Transactions tab to view:

Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result Code	Respo
<input checked="" type="checkbox"/>	0100	\$100.00	Sale	Deposited	0	Approved	

May 17

All completed transactions. 1

You can also view these tables by pressing the **Ctrl** key and a number key at the top of the keyboard (don't use the keypad):

Press These Keys Together . . .	To View . . .
<b>Ctrl 2</b>	Active Transactions table
<b>Ctrl 3</b>	Completed Transactions table

## Columns of Information

The Active Transactions and Completed Transactions tables are set up to show eight columns of information when you first install CN!Express:

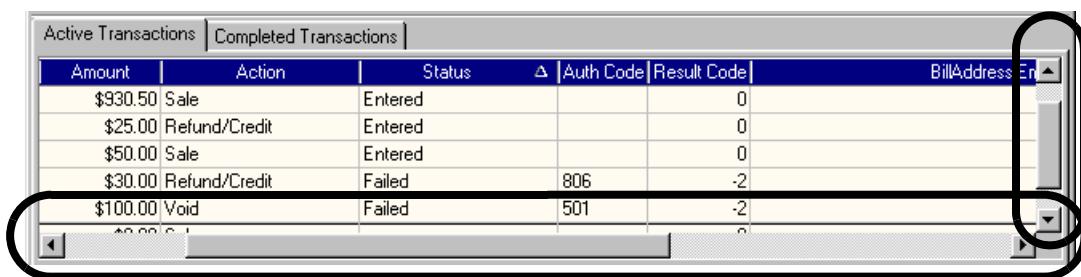
- Flag
- Account
- Amount
- Action
- Status
- Auth Code
- Result Code
- Response Text

You can add columns to show information such as billing name and address, shipping name and address, and order date. For a detailed description of all the possible columns, press **ALT H** (Help), then **F** to view the field reference list.

For information on changing the table layout, see “Chapter 9. Changing Tables: Layout, Sorting, Filtering” on page 103.

## Scroll Bars

Once a transaction table contains more columns and/or more transactions than can fit on the screen, scroll bars appear on the bottom and on the right hand side.

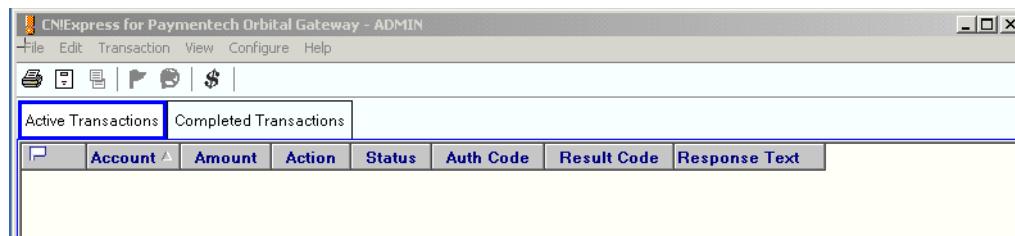


## Making Columns Fit

In the previous examples, the far left columns (for example, Bill Address) don't fit the screen; you have to scroll to see them. You can automatically re-size (auto-fit) the columns so that they all appear on the screen, with the width of each column adjusted to its contents.

To auto-fit:

1. Press **ALT V** (View).
2. Press **U** (Auto-Fit Columns) to view:



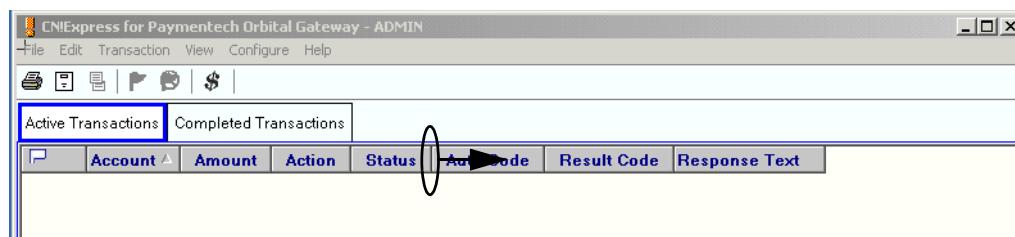
If your table layout includes more than about 10 columns, you may still need to scroll after you auto-fit. If the contents of a column change (for example, entries are longer), you may want to auto-fit again.

---

When you "drag," you hold down the left mouse button and slide the entire mouse right or left.

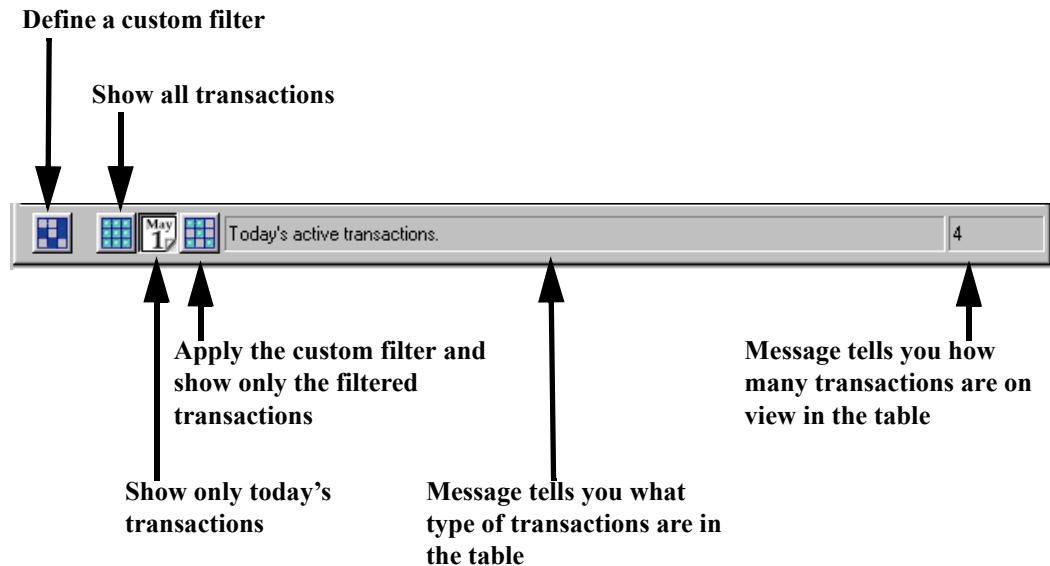
---

Once you auto-fit, the change remains even if you shut down CN!Express and another user logs on, unless you manually change the size of the columns by dragging. For example, set your cursor on the line between Status and Auth Code, then drag right to increase the width of the Status column (as shown below) or drag left to decrease it.



## Filter Buttons/Message Bar

A filter lets you display a selected group of active and/or completed transactions (for example, all of the sales transactions that are over \$100). The Filter Buttons/Message bar contains four buttons and two message areas.



## Data Entry Forms

The six data entry forms are Main, Address, Add'l Purchase Card, Comments and Responses. With some processing services, you may see additional tabs (for example, Line Items).

---

You can't change the data entry forms if you're viewing the Completed Transactions table.

---

You can add, delete, and change information on all the forms except the Responses form. The Responses form displays information received from your processing service.

To view a form, click on the tab for the form:



You can also view these forms by pressing the following function keys on your keyboard:

<i>Press This Key . . .</i>	<i>To View . . .</i>
<b>F2</b>	Main data entry form
<b>F3</b>	Address data entry form
<b>F4</b>	Add'l Purchase Card data entry form
<b>F5</b>	Line Items data entry form (if available)
<b>F6</b>	Comments data entry form
<b>F7</b>	Responses data entry form

---

Most boxes (fields) limit the amount or kind of information you can enter. For example, the **Account** box on the Main form lets you type a maximum of 19 characters.

---

You can move from form-to-form by pressing two keys on your keyboard at the same time: **Ctrl Tab**. You can move from box-to-box within each form by pressing the **Tab** key on your keyboard. You *must* fill in the boxes marked in **bold**.

The boxes you see on each form and the boxes that are bolded will depend on your processing service.

The following is a brief summary of each form.

## Main Form

On the Main data entry form, you record information on credit card, purchase card, or check transactions. You *must* fill out the boxes marked in **bold**, especially the account number, expiration date, amount, and action for each new transaction.



Click on  to view:



Click on  to view:

Main	Address	Add'l Purchase Card	Comments	Responses
	Account: <input type="text"/>	Exp: <input type="text"/>	CVV/CID: <input type="text"/>	Class: <input type="button" value="▼"/>
	Amount: <input type="text"/> \$0.00	Tax: <input type="text"/> \$0.00	Division ID: <input type="button" value="▼"/>	
	Action: <input type="button" value="▼"/>	Bill Zip: <input type="text"/>	Ship Zip: <input type="text"/>	From Zip: <input type="text"/>
	Comment 1: <input type="text"/>	Comment 2: <input type="text"/>		
	Auth Code: <input type="text"/>	Cust. Ref: <input type="text"/>	PO Number: <input type="text"/>	
	Currency: <input type="button" value="▼"/>	Check Fraud <input type="checkbox"/>	Order No.: <input type="text"/>	



Click on  to view.

The screenshot shows a data entry form with the following fields and icons:

- Account:** Text input field.
- Routing:** Text input field.
- Class:** A dropdown menu with three options: MOTO, E-Commerce, and Recurring.
- Amount:** Text input field with a value of \$0.00.
- Division ID:** A dropdown menu.
- Action:** A dropdown menu.
- Bill Zip:** Text input field.
- Acct Type:** A dropdown menu.
- Comment 1:** Text input field.
- Comment 2:** Text input field.
- First Name:** Text input field.
- Middle:** Text input field.
- Last Name:** Text input field.
- Currency:** A dropdown menu.
- Order No.:** Text input field.
- Buttons:** A row of buttons including back, forward, search, and a green 'Now!' button.

The Class box offers three choices:

- MOTO for transactions received by mail order or telephone (the default)
- E-Commerce for transactions received over the Internet
- Recurring when you're billing an account repeatedly and probably regularly (for example, the account is billed monthly: the first time the account is billed, you select MOTO or E-Commerce; every month after that, you select Recurring)

You may type a comment in the Comment 1 and 2 boxes—information about the transaction that you want to store for your own use. Whatever you type also appears in the Comment 1 and 2 boxes on the Comments data entry form. The same two boxes appear on both forms.

Your Main data entry forms may look different than the ones shown above:

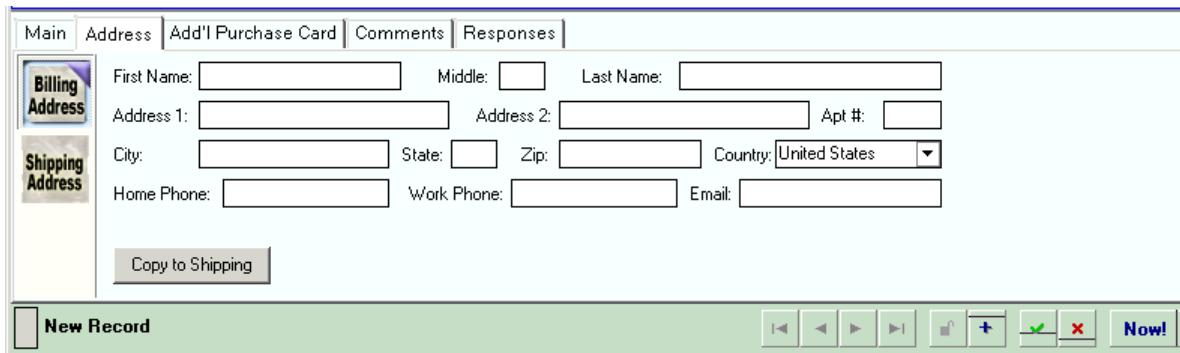
- You may not see some of the buttons and boxes. If you don't see them, you don't need them. For example, international currencies aren't available for some processing services. In that case, you won't see the Currency box. If your processing service does accept international currencies, you can customize the list that appears in the Currency box (see "Setting Up Currencies" on page 134).
- You may see additional buttons and boxes; for example, Customer IP. The Customer IP is used only with transactions received over the Internet (E-commerce). It's shown only if your processing service uses and supports customer IP information.

## Address Form

When entering addresses, use numbers wherever possible: 123 3rd Street instead of 123 Third Street.

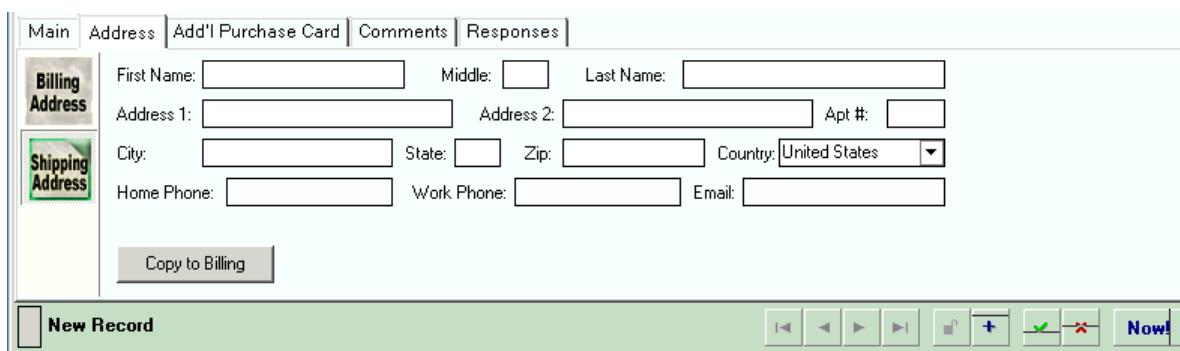
On the Address data entry form, you record the billing and shipping addresses for merchandise.

Click on  to view:



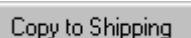
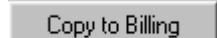
This screenshot shows the 'Billing Address' tab of the Address data entry form. The form includes fields for First Name, Middle, Last Name, Address 1, Address 2, Apt #, City, State, Zip, Country (set to United States), Home Phone, Work Phone, and Email. A 'Copy to Shipping' button is located at the bottom left. The bottom bar features a 'New Record' button and various navigation icons.

Click on  to view:



This screenshot shows the 'Shipping Address' tab of the Address data entry form. It contains identical fields to the Billing Address form: First Name, Middle, Last Name, Address 1, Address 2, Apt #, City, State, Zip, Country (set to United States), Home Phone, Work Phone, and Email. A 'Copy to Billing' button is located at the bottom left. The bottom bar features a 'New Record' button and various navigation icons.

If the bill-to address is the same as the ship-to address, you can quickly copy information from one form to the other by clicking either

 or 

On this form, you can customize the list of countries in the Country box (see "Setting Up Countries" on page 136).

## Additional Purchase Card Form

On the Add'l Purchase Card data entry form, you record additional information on purchase cards. Your processing service might require this information for some purchase cards.

To record the order date, do one of the following:

- Either type the date into the Order Date box

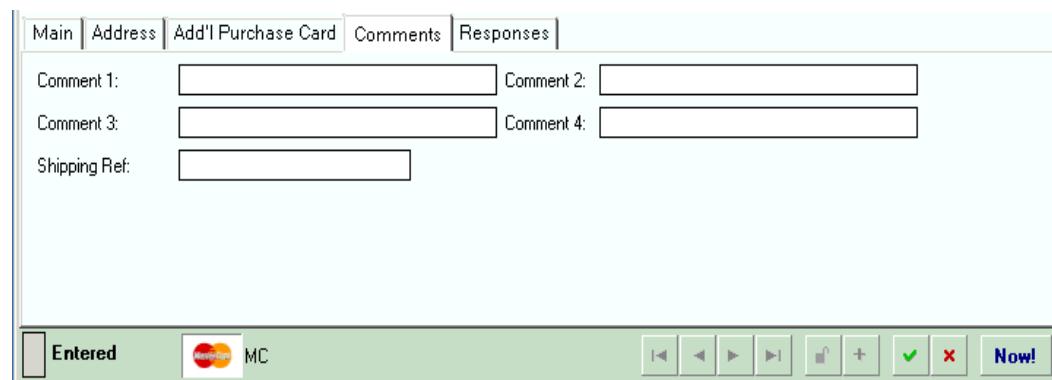
- Or click on  to view:



Click on the Customer is Tax Exempt box if the customer is tax exempt. The default is no tax exemption.

## Comments Form

On the Comments data entry form, you record and store information for your own use. Your processing service might make use of this information or it might not. In any case, the information is stored with the transaction, even after the transaction is completed. You can display it on the tables, export, and archive it like any other information.



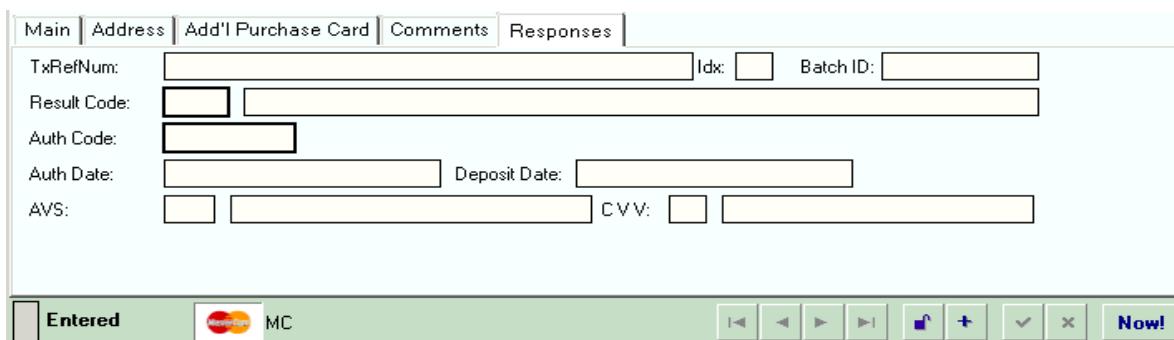
The screenshot shows the 'Responses' data entry form. At the top, there are tabs for Main, Address, Add'l Purchase Card, Comments, and Responses. The Responses tab is active. Below the tabs are four text input fields labeled 'Comment 1', 'Comment 2', 'Comment 3', and 'Comment 4'. Underneath these is a field labeled 'Shipping Ref:' with a single input box. At the bottom of the form is a toolbar with buttons for 'Entered', a credit card icon, and other standard form controls.

- In the Comment 1, 2, 3, and 4 boxes, type information about the transaction that you want to store for your own use. Whatever you type also appears in the Comment 1 and 2 boxes on the Main data entry form. The same two boxes appear on both forms.
- In Shipping Ref, type shipment information, such as the FedEx number.

## Responses Form

You can view the Responses data entry form, but you can't enter or change information. The processing service fills in this form when it responds to each submitted transaction.

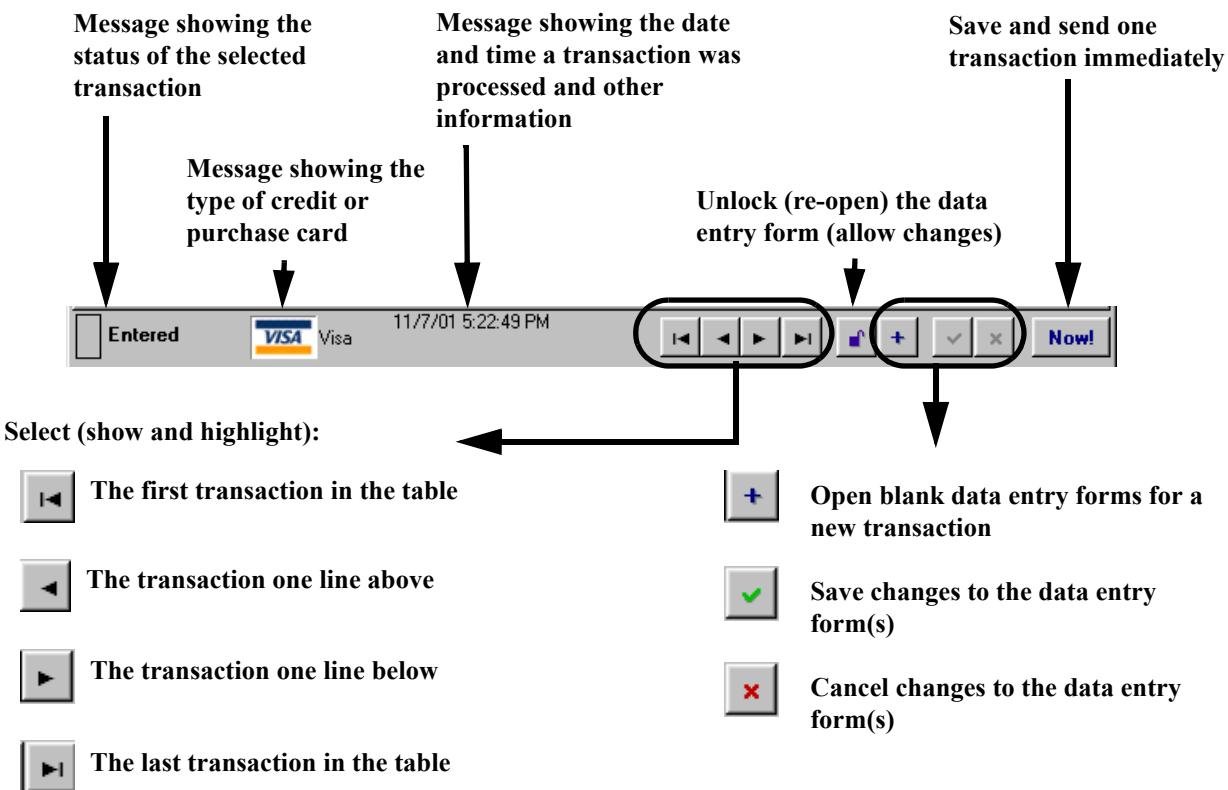
If your processing service supports fraud detection, it sends you the results of its fraud check somewhere on the Responses form. You might see special Fraud Detection boxes on your form. You must contact your processing service directly to find out whether they offer fraud detection, how to set it up, and how the processing service sends fraud information to you.



The screenshot shows the 'Responses' data entry form. At the top, there are tabs for Main, Address, Add'l Purchase Card, Comments, and Responses. The Responses tab is active. Below the tabs are several text input fields: 'TxRefNum', 'Idx', 'Batch ID', 'Result Code', 'Auth Code', 'Auth Date', 'Deposit Date', 'AVS', and 'CVV'. At the bottom of the form is a toolbar with buttons for 'Entered', a credit card icon, and other standard form controls.

## Transaction Buttons/Messages Bar

The Transactions Buttons/Messages bar contains two message areas and nine buttons:

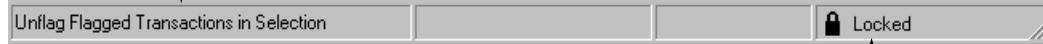


You can also perform some of these tasks with the following keys on your keyboard:

Press This Key . . .	To Do This . . .
<b>Up and Down Arrows</b>	To move from transaction to transaction on the transaction table where you're working
<b>Enter</b>	To save changes to the data entry form(s) and also open a blank set of forms for a new transaction
<b>Alt T, then H</b>	To cancel changes to the data entry forms
<b>Ctrl I</b>	To send one selected transaction immediately (Now!)

## Status Bar

When you move your cursor over a button, the Status bar shows a message explaining what the button does.



Locked



It also shows whether the data entry forms are Locked (they can't be changed) or Unlocked (opened; they can be changed).

## Standard Buttons and Keyboard Commands

The following buttons appear on many of the screens in CN!Express.

<i>Click on This Button . . .</i>	<i>To Do This . . .</i>
	Save all the changes you just made.
	Undo (cancel) all the changes you just made and return to the CN!Express screen.
	Bring back the original settings for this screen or data entry form that are shipped with CN!Express.

Most of the tasks handled by the CN!Express buttons are also handled by keys on your keyboard. For a summary, see “Appendix D. Keyboard Shortcuts” on page 197.



# Chapter 6.

# Recording New

# Transactions

*CN!Express* connects you directly with your processing service for fast and easy processing of credit cards, purchase cards, and checks. To complete a transaction, you:

1. Fill out information on the card holder's transaction using the *CN!Express* data entry forms.
2. Save the transaction.
3. Send the transaction to your processing service on your own schedule.
4. If the processing service rejects the transaction, you have to change it before you re-send it.

If the processing service accepts the transaction, your work is done!

This chapter contains step-by-step instructions for the first two tasks, recording and saving a new transaction. The types of transactions you can record are sale, authorization, delayed capture/deposit, deposit, refund/credit, void, and voice authorization. Your processing service may use different names for these transactions. Some processing services also permit partial voids and split captures.

---

Usually, you'll be filling out information on one transaction at a time. You can also import transactions from a file. See "Chapter 13. Importing, Exporting, and Archiving" on page 145.

---

---

Your data entry forms may look different from the ones shown in this chapter. Your forms are set up to provide the exact information your processing service needs.

---

## Sale

When the processing service approves a sales transaction, it takes money (the Amount) from the card holder's account and puts it in the merchant's account.

To record and save a sale transaction:

1. Press **Ctrl 2** to see the Active Transactions table.
2. Press **F2** (Main data entry form).
3. Click on one of the following:  or 



- Click on  to view:

- Click on  to view:

- Click on  to view:

Main	Address	Add'l Purchase Card	Comments	Responses
 Credit card	Account: <input type="text"/>	Routing: <input type="text"/>	Class: <input type="text"/>	
 Purchase card	Amount: <input type="text"/>	Division ID: <input type="text"/>		
 Check	Action: <input type="text"/>	Bill Zip: <input type="text"/>	Acct Type: <input type="text"/>	
	Comment 1: <input type="text"/>	Comment 2: <input type="text"/>		
	First Name: <input type="text"/>	Middle: <input type="text"/>	Last Name: <input type="text"/>	
	Currency: <input type="text"/>		Order No.: <input type="text"/>	
				<input type="button" value="&lt;"/> <input type="button" value="&lt;"/> <input type="button" value="&gt;"/> <input type="button" value="&gt;"/> <input type="button" value="!"/> <input type="button" value="+"/> <input type="button" value="?"/> <input type="button" value="X"/> <input type="button" value="Now!"/>

4. Press **Enter** if needed to open a new data entry form.
5. Fill in the required boxes, beginning with the Account number. The required boxes are outlined in **bold**. To move from box to box, press **Tab**.

Use the **Tab** key on your keyboard to move from box to box, not the **Enter** key. The **Enter** key saves the entire transaction.

At a minimum, you *must* fill in the following boxes:

<i>You Must Fill in . . .</i>	<i>For Credit Card . . .</i>	<i>For Purchase Card . . .</i>	<i>For Check . . .</i>
ACCOUNT	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>
EXP	Expiration Date Example: <b>0204</b>	Expiration Date Example: <b>0204</b>	
ROUTING			Bank Routing/Transit Number Example: <b>929999292</b>
AMOUNT	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>

A message like the following appears if the credit card or purchase card account number is valid:



The following message appears if the credit card or purchase card account number is invalid:



6. At the Action box, type **S** (Sale) or click on  to select the action recognized by your processing service).
7. Your processing service might recommend that you fill in more information on the Main data entry form (for example, a Bill Zip). Check with your manager or your processing service.
8. Then list the recommended information here for future reference:

<i>Recommended Fields on Main Form</i>	<i>Fill In . . .</i>

9. Press the following function keys if you need to record additional information:
  - **F3** (Address data entry form)
  - **F4** (Add'l Purchase Card data entry form)
  - **F5** (Line Items data entry form, if available)
  - **F6** (Comments data entry form)
10. Even if there are no **bold** boxes (required fields) on these forms, your processing service may recommend that you fill in additional information. Check with your manager or your processing service.

Then list the recommended information here for future reference:

<i>Recommended Fields on Other Forms</i>	<i>Fill In . . .</i>

---

*Recommended Fields on Other Forms*

---

*Fill In . . .*

---

11. Press **Enter**.

*CN!Express* saves your transaction, adds it to the Active Transactions table, automatically locks it against further changes, and clears the data entry forms for the next transaction.

Now you can start another new transaction.

# Authorization

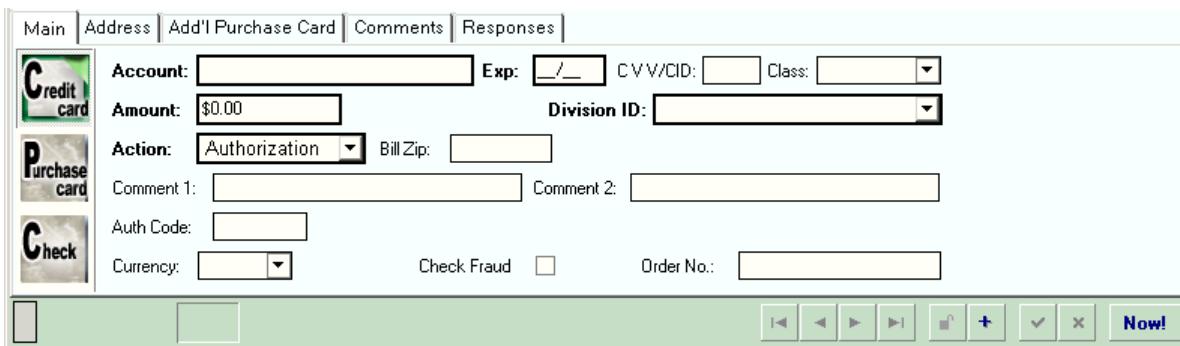
When the processing service approves an authorization transaction, it reserves enough money in the card holder's account to complete the transaction (the **Amount**), and then holds it as a delayed capture/deposit.

When you send an authorization request, you're asking the processing service to determine if a credit card is valid; and if it is, to reserve money for the transaction. To record and save an authorization transaction:

1. Press **Ctrl 2** to see the Active Transactions table.
2. Press **F2** (Main data entry form).

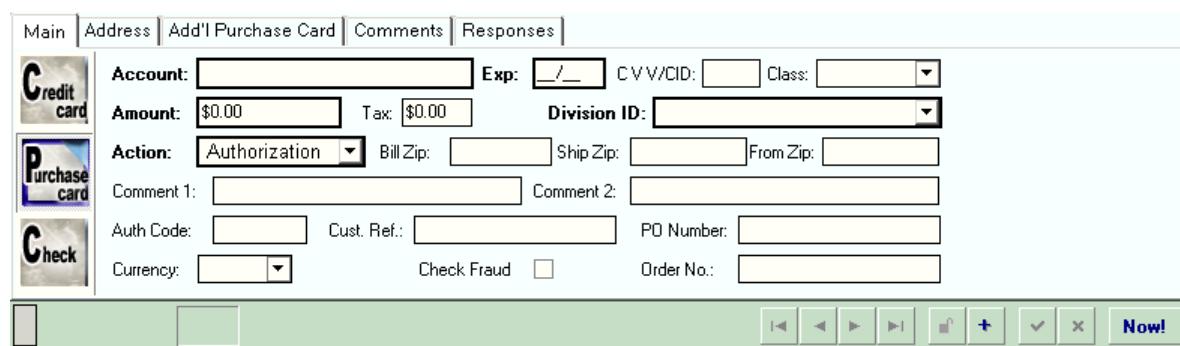
3. Click on one of the following:  or  or 

- Click on  to view:



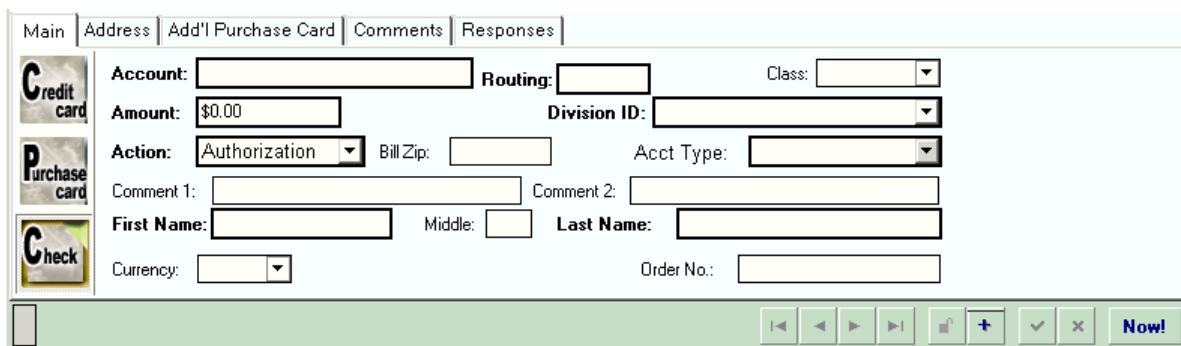
This screenshot shows the 'Main' tab of the data entry form. The 'Action' dropdown is set to 'Authorization'. The 'Credit card' icon is selected. The 'Amount' field contains '\$0.00'. The 'Division ID' dropdown is open. Other fields include 'Auth Code', 'Currency', 'Check Fraud', and 'Order No.'. The bottom toolbar includes standard navigation buttons and a 'Now!' button.

- Click on  to view:



This screenshot shows the 'Main' tab of the data entry form. The 'Action' dropdown is set to 'Authorization'. The 'Purchase card' icon is selected. The 'Amount' field contains '\$0.00'. The 'Division ID' dropdown is open. Other fields include 'Auth Code', 'Currency', 'Check Fraud', and 'Order No.'. The bottom toolbar includes standard navigation buttons and a 'Now!' button.

- Click on  to view:



4. Press **Enter** if needed to open a new data entry form.
5. Fill in the required boxes, beginning with the Account number. The required boxes are outlined in **bold**. To move from box to box, press **Tab**.

Use the **Tab** key on your keyboard to move from box to box, not the **Enter** key. The **Enter** key saves the entire transaction.

At a minimum, you *must* fill in the following boxes:

<i>You Must Fill in . . .</i>	<i>For Credit Card . . .</i>	<i>For Purchase Card . . .</i>	<i>For Check . . .</i>
ACCOUNT	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>
EXP	Expiration Date Example: <b>0204</b>	Expiration Date Example: <b>0204</b>	
ROUTING			Bank Routing/Transit Number Example: <b>929999292</b>
AMOUNT	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>

A message like the following appears if the credit card or purchase card account number is valid:



The following message appears if the credit card or purchase card account number is invalid:



6. At the Action box, type **A** (Authorization) (or click on  to select the action recognized by your processing service).
7. Your processing service might recommend that you fill in more information on the Main data entry form (for example, a Bill Zip). Check with your manager or your processing service.

Then list the recommended information here for future reference:

<i>Recommended Fields on Main Form</i>	<i>Fill In . . .</i>

8. Press the following function keys if you need to record additional information:
  - **F3** (Address data entry form)
  - **F4** (Add'l Purchase Card data entry form)
  - **F5** (Line Items data entry form, if available)
  - **F6** (Comments data entry form)
9. Even if there are no **bold** boxes (required fields) on these forms, your processing service may recommend that you fill in additional information. Check with your manager or your processing service.

Then list the recommended information here for future reference:

<i>Recommended Fields on Other Forms</i>	<i>Fill In . . .</i>

---

*Recommended Fields on Other Forms*

---

*Fill In . . .*

---

10. Press **Enter**.

*CN!Express* saves your transaction, adds it to the Active Transactions table, automatically locks it against further changes, and clears the data entry forms for the next transaction.

Now you can start another new transaction.

## Delayed Capture/Deposit

When the processing service approved the authorization, it reserved money in the card holder's account.

When you send a delayed capture/deposit transaction, the processing service actually takes that money (the Amount) from the card holder's account and deposits it in the merchant's account.

After you send an authorization transaction to your processing service, the processing service decides whether to authorize the transaction or fail it. In either case, the transaction appears on your Active Transactions screen.

Usually, if the authorization is successful, CN!Express automatically creates a delayed capture/deposit transaction, which appears in your Active Transactions table. The ADMIN user can set up CN!Express so that delayed capture/deposits must be created manually; however, this change is *not* recommended. The procedures below explain what you should do in each situation.

Every processing service has its own deadline for completing an authorization and delayed capture. If you send the delayed capture/deposit after that time, the processing service may return the transaction as Failed; or it may automatically generate a new authorization code and complete the transaction. Each processing service treats this situation in its own way.

### Handling an Automatic Delayed Capture/Deposit

After your processing service receives the authorization transaction, it processes and sends it back. If the authorization is successful, CN!Express automatically creates a delayed capture/deposit transaction. Here's what you see:

If the Service . . .	The Screen Shows This . . .																												
Authorizes the transaction	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> <th>Status</th> <th>Auth Code</th> <th>Result Code</th> </tr> </thead> <tbody> <tr> <td>0552</td> <td>\$99.99</td> <td>Sale</td> <td>Failed</td> <td></td> <td>50</td> <td></td> </tr> <tr> <td>0035</td> <td>\$100.55</td> <td>Sale</td> <td>Failed</td> <td></td> <td>13</td> <td></td> </tr> <tr> <td>2624</td> <td>\$50.00</td> <td>Delayed Capture</td> <td>Authorized</td> <td>DEM052</td> <td>0</td> <td></td> </tr> </tbody> </table>		Account	Amount	Action	Status	Auth Code	Result Code	0552	\$99.99	Sale	Failed		50		0035	\$100.55	Sale	Failed		13		2624	\$50.00	Delayed Capture	Authorized	DEM052	0	
	Account	Amount	Action	Status	Auth Code	Result Code																							
0552	\$99.99	Sale	Failed		50																								
0035	\$100.55	Sale	Failed		13																								
2624	\$50.00	Delayed Capture	Authorized	DEM052	0																								
Does not authorize the transaction	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> <th>Status</th> <th>Auth Code</th> <th>Result Code</th> <th>Bl</th> </tr> </thead> <tbody> <tr> <td>8044</td> <td>\$250.00</td> <td>Sale</td> <td>Entered</td> <td></td> <td></td> <td>0</td> <td></td> </tr> <tr> <td>2624</td> <td>\$1201.01</td> <td>Authorization</td> <td>Failed</td> <td></td> <td></td> <td>12</td> <td></td> </tr> </tbody> </table>		Account	Amount	Action	Status	Auth Code	Result Code	Bl	8044	\$250.00	Sale	Entered			0		2624	\$1201.01	Authorization	Failed			12					
	Account	Amount	Action	Status	Auth Code	Result Code	Bl																						
8044	\$250.00	Sale	Entered			0																							
2624	\$1201.01	Authorization	Failed			12																							

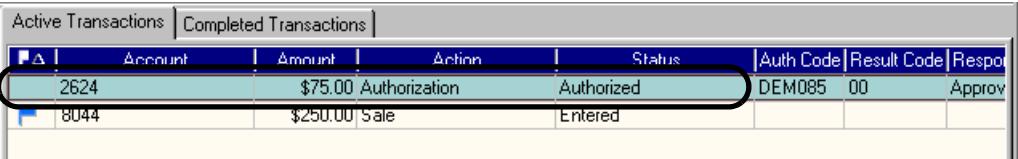
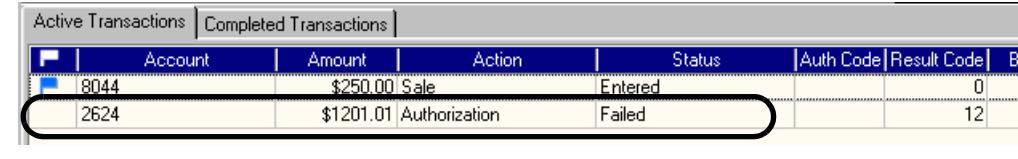
You don't need to fill out or save any information for a delayed capture. (The processing service does that automatically.) But you must flag the Delayed Capture before you send it to the processing service:

1. Click on the delayed capture transaction that you want to submit.
2. Press **Alt T** (Transaction menu).
3. Press **L** (Flag).
4. Press **F** (Flag Selected).

## Handling a Manual Delayed Capture/Deposit

To set up manual creation of delayed captures, see "Chapter 11. Customizing Your System Settings" on page 131.

After your processing service receives the authorization transaction, it processes and sends it back. The ADMIN user can set up your system to prevent automatic creation of a delayed capture/deposit. This change isn't recommended; but here's what you see:

If the Service . . .	The Screen Shows This . . .
Authorizes the transaction	
Does not authorize the transaction	

To manually create a delayed capture/authorization:

1. Double click on the successful (Authorized) authorization.
2. In the Main data entry form, tab to the Action box.
3. Press **C** (Delayed Capture) (or click on  to select the action recognized by your processing service).
4. Press **Alt T**, then **S** to save your change.

You must flag the transaction before you submit it.

## Refund/Credit

When the processing service approves a refund/credit transaction, it takes money (the **Amount**) from the merchant's account and places it in the card holder's account.

There are two ways to record a refund/credit transaction:

- If the original sale transaction is still on the Completed Transactions table, you can start your refund/credit transaction on the Completed Transactions table.
- If the original sale transaction has been archived, you must start your refund/credit transaction by filling out the Main data entry form.

Only the ADMIN user can decide if you're allowed to issue credits and how much you're allowed to refund (see "Adding a User" on page 15).

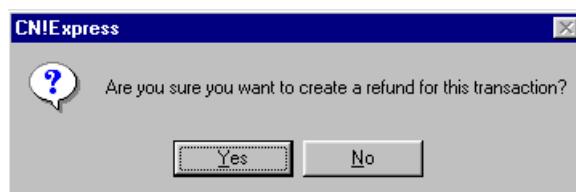
### Using the Completed Transaction Table for a Refund/Credit

If the system settings are set to truncate account numbers in the data base, you won't be allowed to use this procedure (see "Changing the General Options" on page 132).

If you don't see the Refund selection on the Transaction menu, you don't have refund/credit privileges.

1. Press **Ctrl 3** to see the Completed Transactions table.
2. Click on the sale transaction you want to refund.
3. Press **Alt T** (Transaction menu).
4. Press **R** (Refund).

The following message is displayed:



5. Press **Y**.
6. CN!Express automatically creates a refund/credit transaction on the Active Transactions table.

Now you can go to the Active Transactions table to process the refund.

## Using the Main Data Entry Form for a Refund/Credit

1. Press **Ctrl 2** to see the Active Transactions table.
2. Press **F2** (Main data entry form).

3. Click on one of the following:  or  or



- Click on  to view:

- Click on  to view:

- Click on  to view:

Main | Address | Add'l Purchase Card | Comments | Responses |

**Credit card** **Account:**  **Routing:**  **Class:**  **Amount:**  **Division ID:**  **Action:**  **Bill Zip:**  **Acct Type:**  **Comment 1:**  **Comment 2:**  **First Name:**  **Middle:**  **Last Name:**  **Currency:**  **Order No.:**

**Purchase card**

**Check**

**Back** **Forward** **Now!**

Use the **Tab** key on your keyboard to move from box to box, not the **Enter** key. The **Enter** key saves the entire transaction.

4. Press **Enter** if needed to open a new data entry form.

5. Fill in the required boxes, beginning with the Account number. The required boxes are outlined in **bold**. To move from box to box, press **Tab**.

At a minimum, you *must* fill in the following boxes:

<i>You Must Fill in . . .</i>	<i>For Credit Card . . .</i>	<i>For Purchase Card . . .</i>	<i>For Check . . .</i>
ACCOUNT	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>
EXP	Expiration Date Example: <b>0204</b>	Expiration Date Example: <b>0204</b>	
ROUTING			Bank Routing/Transit Number Example: <b>929999292</b>
AMOUNT	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>

A message like the following appears if the credit card or purchase card account number is valid:



The following message appears if the credit card or purchase card account number is invalid:



If you don't see the Refund or Credit selection at the Action box, you don't have refund/credit privileges.

6. At the Action box, press **R** (Refund/Credit) (or click on  to select the action recognized by your processing service).
7. Your processing service might recommend that you fill in more information on the Main data entry form (for example, a Bill Zip). Check with your manager or your processing service.

Then list the recommended information here for future reference:

<i>Recommended Fields on Main Form</i>	<i>Fill In . . .</i>

8. Press the following function keys if you need to record additional information:
  - **F3** (Address data entry form)
  - **F4** (Add'l Purchase Card data entry form)
  - **F5** (Line Items data entry form, if available)
  - **F6** (Comments data entry form)
9. Even if there are no **bold** boxes (required fields) on these forms, your processing service may recommend that you fill in additional information. Check with your manager or your processing service. Then list the recommended information here for future reference:

<i>Recommended Fields on Other Forms</i>	<i>Fill In . . .</i>

10. Press **Enter**.

*CN!Express* saves your transaction, adds it to the Active Transactions table, automatically locks it against further changes, and clears the data entry forms for the next transaction.

Now you can start another new transaction.

## Void

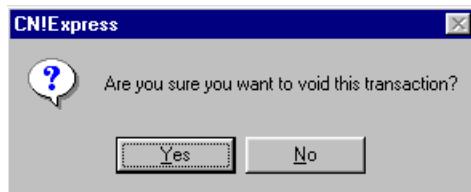
When the processing service approves a void transaction, it stops a transaction you already completed. The transaction never appears on the credit card holder's statement.

If your processing service permits partial voids, a different message may be displayed.

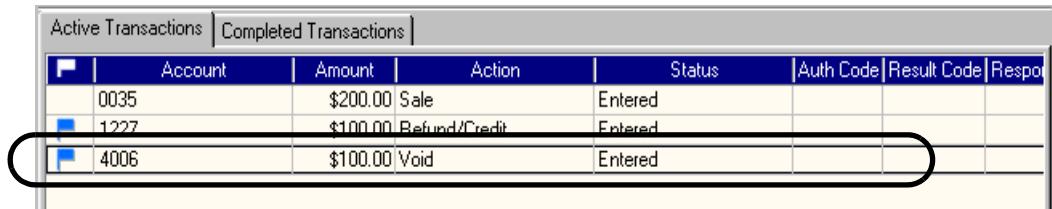
To record a void transaction:

1. Press **Ctrl 3** to see the Completed Transactions table.
2. Click on the transaction you want to void.
3. Press **Alt T** (Transaction menu).
4. Press **V** (Void).

A message like the following is displayed:



5. Press **Y**.
6. *CN!Express* automatically creates a Void transaction on the Active Transactions table:



P	Account	Amount	Action	Status	Auth Code	Result Code	Response
	0035	\$200.00	Sale	Entered			
	1227	\$100.00	Refund/Credit	Entered			
	4006	\$100.00	Void	Entered			

The original transaction remains on the Completed Transactions table. The void on the Active Transactions table is treated like any other a new transaction (it must be flagged and submitted before it takes effect).

Now you can go to the Active Transactions table and start another transaction.

Each processing service has its own deadline for completing a void. If you send the void after that time, the processing service may return the transaction as Failed and nothing is voided.

## Voice Authorization and Capture (Forced Capture)

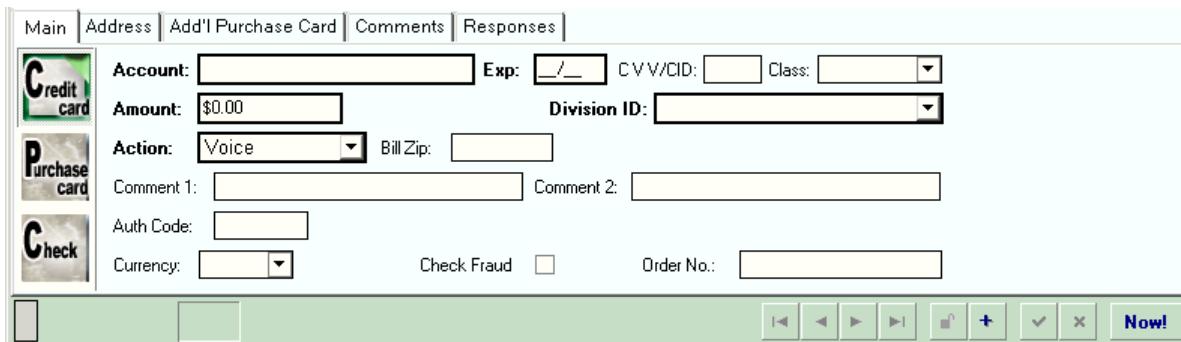
Your processing service provides you with the phone number for the Voice Authorization Network. When you need an authorization code, you phone the network. You must then type the authorization code onto the Main data entry form before you submit the transaction. If you omit the code, the processing service won't process the transaction.

You can only ask for an voice authorization on a sale. When you receive authorization by phone, you should:

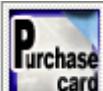
1. Press **Ctrl 2** to see the Active Transactions table.
2. Press **F2** (Main data entry form).

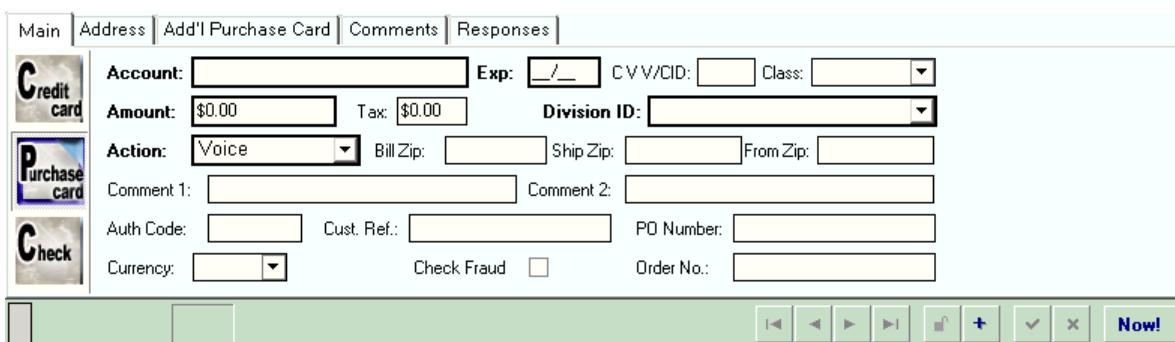
3. Click on one of the following:  or  or 

- Click on  to view:



This screenshot shows the Main data entry form for a Credit Card transaction. The form includes fields for Account, Exp, CVV/CID, Class, Amount, Division ID, Action (set to Voice), Bill Zip, Comment 1, Comment 2, Auth Code, Currency, Check Fraud, and Order No. There are also buttons for back, forward, and search, along with a 'Now!' button.

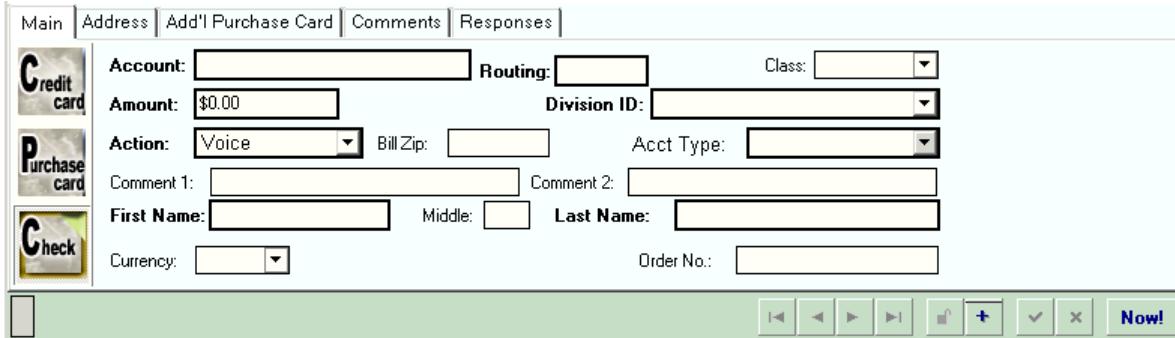
- Click on  to view:



This screenshot shows the Main data entry form for a Purchase Card transaction. The form includes fields for Account, Exp, CVV/CID, Class, Amount, Tax, Division ID, Action (set to Voice), Bill Zip, Ship Zip, From Zip, Comment 1, Comment 2, Auth Code, Cust. Ref., PO Number, Currency, Check Fraud, and Order No. There are also buttons for back, forward, and search, along with a 'Now!' button.

Most processing services don't give authorization codes for checks.

- Click on  to view:



Use the **Tab** key on your keyboard to move from box to box, not the **Enter** key. The **Enter** key saves the entire transaction.

- Press **Enter** if needed to open a new data entry form.
- Fill in the required boxes, beginning with the Account number. The required boxes are outlined in **bold**. To move from box to box, press **Tab**.

At a minimum, you *must* fill in the following boxes:

You Must Fill in . . .	For Credit Card . . .	For Purchase Card . . .	For Check . . .
ACCOUNT	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>	Account Number Example: <b>12345678012345678</b>
EXP	Expiration Date Example: <b>0204</b>	Expiration Date Example: <b>0204</b>	
ROUTING			Bank Routing/Transit Number Example: <b>929999292</b>
AMOUNT	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>	Amount of sale (don't type a dollar sign) Example: <b>1234.67</b>
AUTH CODE	Authorization code given to you during the voice authorization Example: <b>123456</b>	Authorization code given to you during the voice authorization Example: <b>123456</b>	Authorization code given to you during the voice authorization Example: <b>123456</b>

A message like the following appears if the credit card or purchase card account number is valid:



The following message appears if the credit card or purchase card account number is invalid:



6. At the Action box, press **V** (Voice Authorization) (or click on  to select the action recognized by your processing service).
7. At the Auth Code box, fill in the code you received from the processing service.
8. Your processing service might recommend that you fill in more information on the Main data entry form (for example, a Bill Zip). Check with your manager or your processing service.

Then list the recommended information here for future reference:

<i>Recommended Fields on Main Form</i>	<i>Fill In . . .</i>

9. Press the following function keys if you need to record additional information:
  - **F3** (Address data entry form)
  - **F4** (Add'l Purchase Card data entry form)
  - **F5** (Line Items data entry form, if available)
  - **F6** (Comments data entry form)
10. Even if there are no **bold** boxes (required fields) on these forms, your processing service may recommend that you fill in additional information. Check with your manager or your processing service.

Then list the recommended information here for future reference:

Recommended Fields on Other Forms	Fill In . . .

11. Press **Enter**.

CN!Express saves your transaction, adds it to the Active Transactions table, automatically locks it against further changes, and clears the data entry forms for the next transaction.

Now you can start another new transaction.

## Partial Void

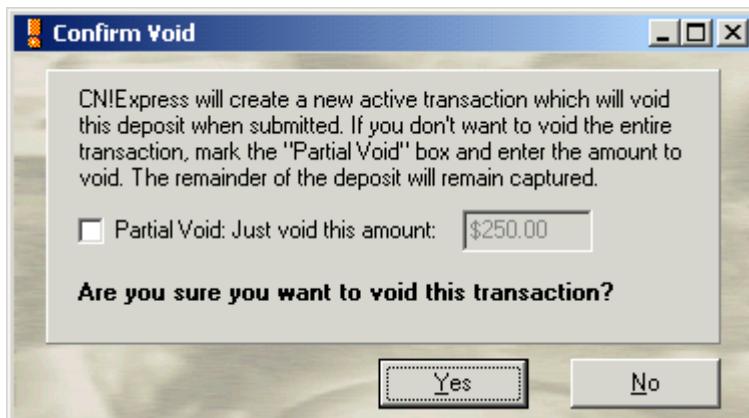
When a processing service approves a partial void transaction, it stops part of a transaction you already completed. That part of the transaction never appears on the credit card holder's statement.

A partial void lets you void part of a transaction. You might want to use a partial void (for example) if a customer buys \$250 worth of goods and then cancels one item worth \$40; you issue a partial void for just \$40 of the transaction.

Each processing service has its own deadline for completing a partial void. If you send the void after that time, the processing service may return the transaction as Failed and nothing is voided.

To record a partial void transaction:

1. Press **Ctrl 3** to see the Completed Transactions table.
2. Click on the transaction you want to partially void.
3. Press **Alt T** (Transaction menu).
4. Press **V** (Void) to view:



5. If you would like a partial void, click on the box next to Partial Void, then fill in the amount you want voided (for this example, say \$100).
6. Press **ENTER**.
7. *CN!Express* automatically creates a Void transaction on the Active Transactions table for the amount you specified:

Active Transactions		Completed Transactions						
	Account	Amount	Action	Status	Auth Code	Result Code	Respon	
	0035	\$200.00	Sale	Entered				
	1227	\$100.00	Refund/Credit	Entered				
	4006	\$100.00	Void	Entered				

The original transaction remains on the Completed Transactions table. The partial void on the Active Transactions table is treated like any other new transaction.

Now you can return to the Active Transactions table and start another transaction.

## Split Capture

When the processing service approved the authorization, it reserved money in the card holder's account.

When you send a split capture/deposit transaction, the processing service actually takes part of that money (part of the Amount) from the card holder's account and deposits it in the merchant's account.

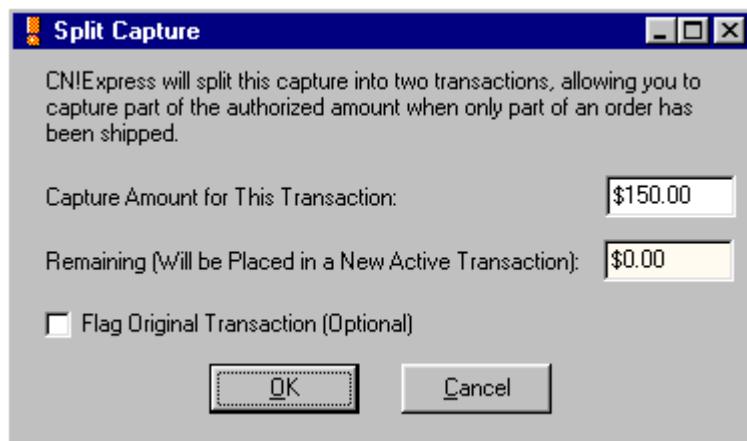
Split captures let you submit part of a delayed capture transaction. You might want to use a split capture (for example) if part of an order ships before the rest of the order; the split capture lets you process only the part that shipped. The following example assumes an original order of \$150. Only part of the order (worth \$50) was shipped.

To record and save a split capture transaction:

1. Press **Ctrl 2** to see the Active Transactions table.
2. Click on the delayed capture transaction you want to partially capture. For example:

Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result Code	Respo
	6102	\$50.00	Sale	Entered			
	8844	\$150.00	Void	Entered			
	2624	\$150.00	Delayed Capture	Authorized	DEM006	00	Approv

3. Press **Alt T** (Transaction menu).
4. Press **I** (Split Capture) to view:



5. At the Capture Amount for this Transaction box, fill in the amount of the transaction you want to capture.

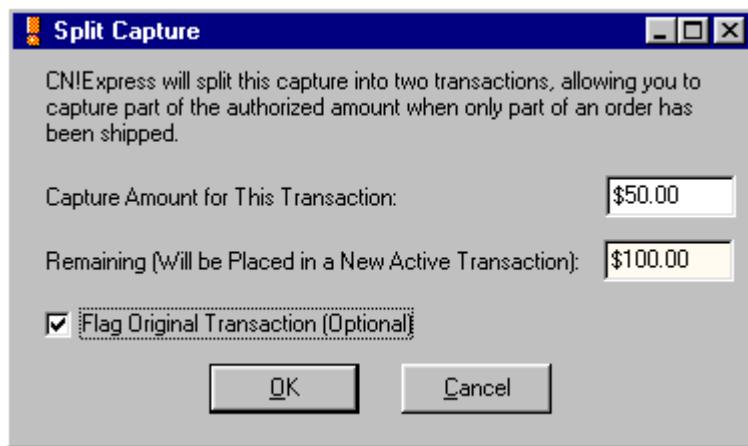
The rest of the amount appears automatically in the Remaining box, as shown below.

- Let's say you only want to capture \$50 of the original \$150 transaction. Type **50** in the Capture Amount box.

That original transaction wasn't flagged. If you want to flag the \$50 portion (the Capture Amount) automatically, click on the box next to Flag Original Transaction.

Now your screen looks like this:

Say your original transaction actually was flagged. In that case, you just ignore the Flag Original Transaction box. The Capture Amount is flagged, even if the box isn't check-marked.



- Press **Enter**. Both transactions appear on the Active Transactions table. Since you clicked on the box in Step 6, a flag now appears next to the \$50 transaction, as shown below:

Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result Code	Respon
<input checked="" type="checkbox"/>	6102	\$50.00	Sale	Entered			
<input checked="" type="checkbox"/>	6844	\$100.00	Void	Entered			
<input checked="" type="checkbox"/>	2624	\$50.00	Delayed Capture	Authorized	DEM006 00		Approv
<input checked="" type="checkbox"/>	2624	\$100.00	Delayed Capture	Authorized	DEM006 00		Approv

You can split any delayed capture as many times as you want. For example, you could split both the \$100 transaction above and the \$50 transaction. The split captures are treated like any other new transaction. Split captures are tracked on the Responses data entry form.

Now you can start another new transaction.



# Chapter 7.

# Sending

# Transactions

After you record and save your transaction, you're ready to send it to your processing service.

You can record and send individual transactions in one step if you want to.

In most cases, however, you want to record a lot of transactions and then send them in a group to your processing service. This procedure has two advantages. First, it lets you make changes to any of the transactions before you send them. Second, it cuts down on processing time, since many transactions are processed in a group.

This chapter describes how to send transactions in a group, how to save and send one transaction in one step, and what happens after you send a transaction.

## Sending Several Transactions in a Group

After you record and save transactions, you must send them to the processing service.

To send several active transactions in a group:

1. Make sure  appears next to every transaction you want to send to your processing service. If a flag doesn't appear:
  - Click on the transaction.
  - Press **Alt T** (Transaction menu).
  - Press **A** (Flag).
  - Press **F** (Flag Selected).
2. Press **Alt T** (Transaction menu).
3. Press **F** (Submit Flagged).

The following message appears on the screen:

If you press



the submission stops but only after it finishes the transaction it's currently processing. A summary report pops up to tell you how many transactions reached the processing service before you pressed the button.



4. Wait until the message disappears (the processing service finishes with the transactions). A report appears automatically:



5. Press **Enter**.

The submission is finished.

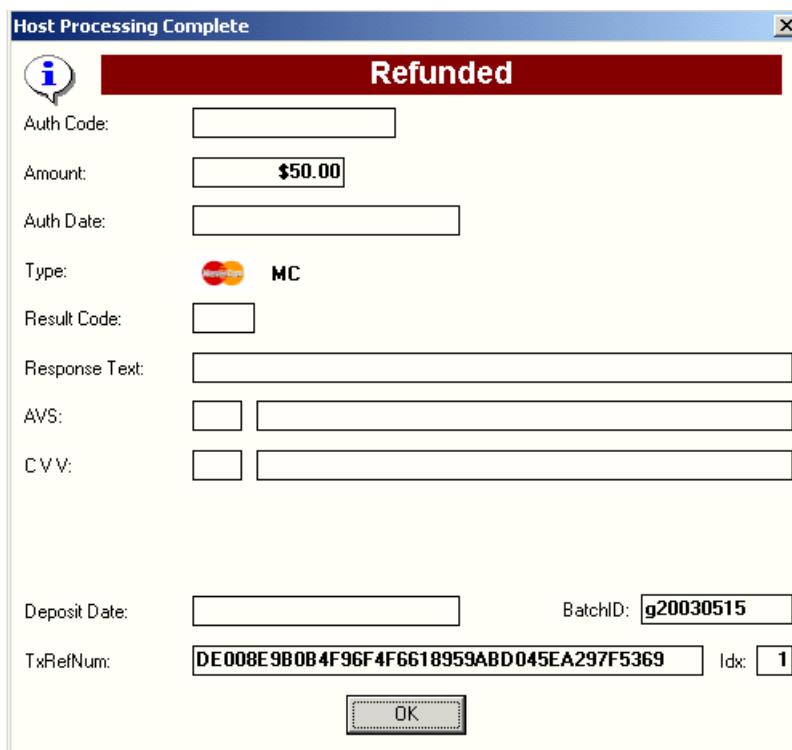
## Saving and Sending One Transaction in One Step

Most processing services allow one-step submission for all types of transactions. If you think your processing service limits the use of this feature, contact the processing service or see “Appendix C. Processing Service Information” on page 193.

To save and send a single transaction in one step:

1. Fill out the data entry forms for the transaction.  
Do *not* press the Enter key on your keyboard.
2. Press **Ctrl I**.

The transaction is automatically saved and sent to your processing service. You receive a message like the following:



3. Press **Enter**.

## What Happens after You Send a Transaction

When your processing service finishes processing the transactions, here's what you'll see in CN!Express:

The Action Was . . .	When the Processing Service Accepts a Transaction . . .	When the Processing Service Rejects a Transaction . . .
Authorization (sales only)	The transaction stays in the Active Transactions table; the action becomes Delayed Capture/Deposit.	The transaction stays in the Active Transactions table; status is Failed (you may need to fix the problem before you resend it).
Sale or Refund/Credit or Delayed Capture/Deposit or Void or Voice Authorization	The transaction moves to the Completed Transactions table (you don't have to do anything).	The transaction stays in the Active Transactions table; status is Failed (you must fix the problem before you resend it).

In all cases the failed transaction is no longer flagged.

Active Transactions		Completed Transactions				
	Account	Amount	Action	Status	Auth Code	Result Code
	0552	\$99.99	Sale	Failed		50
	0035	\$100.55	Sale	Failed		13
	2624	\$50.00	Delayed Capture	Authorized	DEM052	0

The reason for the failure appears on the Responses data entry form. You may decide to close or delete the transaction; if you decide to resend the transaction, you should fix the problem first.

### What Happens on the Responses Form

CN!Express receives a response from the processing service for each transaction you send; it adds the response to its database of information on the transaction. This information is shown on the Responses data entry form.

To view the Responses data entry form, press **F7**.

The following is an example of a response:

Main	Address	Add'l Purchase Card	Comments	Responses
TxRefNum: <b>DE007CD1F738DF3722667286BF20A9D035381DD8</b>	Idx: <b>0</b>	Batch ID: <b>g20030515</b>		
Result Code: <b>91 Approved Low Fraud</b>				
Auth Code: <b>DEM068</b>				
Auth Date: <b>5/15/2003 10:15:42 AM</b>	Deposit Date:	<b>5/15/2003 10:15:42 AM</b>		
AVS: <b>A Zip Match/Zip 4 Match/Locale No Match</b>	CVV:	<b>P</b>	<b>Not Processed</b>	

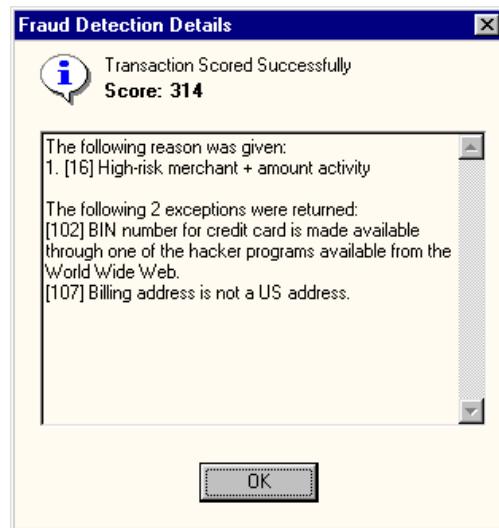
**Captured** MC 5/15/2003 10:15:42 AM Auth Code: DEM068

Your processing service may not support fraud detection. Contact your processing service directly to find out if fraud detection is available and how to set it up.

If your processing service offers fraud detection, it might place the fraud information in the Fraud Detection boxes shown above or in some other part of the Response form. Fraud detection information can help you decide whether to complete a transaction. If the chances of fraud are high, you may want to close or void the transaction.

To see more information about fraud detection:

1. Click on **Details...** (if available) to view:



2. When you've finished reading the details, press **Enter**.

For information on how your specific processing service uses the Responses data entry form, contact your processing service.

# Chapter 8.

# Changing and

# Flagging

# Transactions

---

You can't change information on completed transactions, only on active transactions.

---

You might want to change an active transaction for any number of reasons. For example:

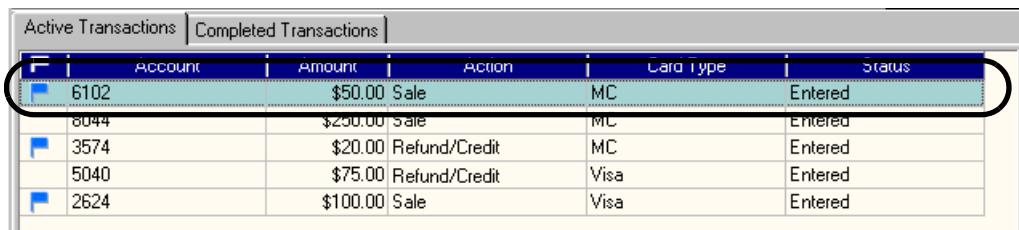
- You need to correct a mistake in the data entry forms.
- You need to fix the transaction after the processing service declined it.
- The card-holder asked you to cancel the transaction, and you need to delete or close it.

This chapter contains step-by-step instructions for selecting a transaction, changing it, and deleting or closing it. It also explains how to flag and unflag transactions.

# Selecting a Transaction

## Selecting One Transaction

You select a transaction by clicking on it or by moving to it using the **Up** and **Down Arrow** keys on your keyboard. A selected transaction is highlighted and/or surrounded by a dotted line:



A screenshot of a software interface showing a list of transactions. The transactions are listed in a table with columns: Account, Amount, Action, Card Type, and Status. The first transaction, with Account 6102, is highlighted with a blue selection bar and a dotted border around the entire row. The other transactions are in standard black text.

	Account	Amount	Action	Card Type	Status
<input checked="" type="checkbox"/>	6102	\$50.00	Sale	MC	Entered
<input checked="" type="checkbox"/>	8044	\$250.00	Sale	MC	Entered
<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit	MC	Entered
<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit	Visa	Entered
<input checked="" type="checkbox"/>	2624	\$100.00	Sale	Visa	Entered

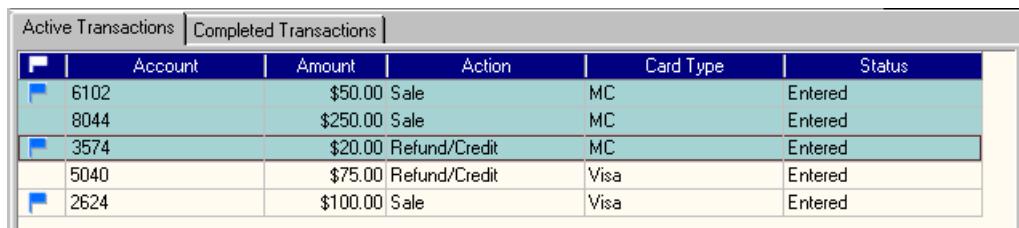
## Selecting Several Transactions That Are Listed Next to Each Other

Suppose you want to select the first three transactions shown above.

You can also hold down the **Shift** key while you press the **Down Arrow** key.

1. Click on the first transaction.
2. Hold down the **Shift** key on your keyboard
3. Click on the last transaction you want to select.
4. Release the **Shift** key.

All the transactions between your clicks are highlighted:



A screenshot of a software interface showing a list of transactions. The transactions are listed in a table with columns: Account, Amount, Action, Card Type, and Status. The first three transactions, with Accounts 6102, 8044, and 3574, are highlighted with blue selection bars and a dotted border around the rows. The other transactions are in standard black text.

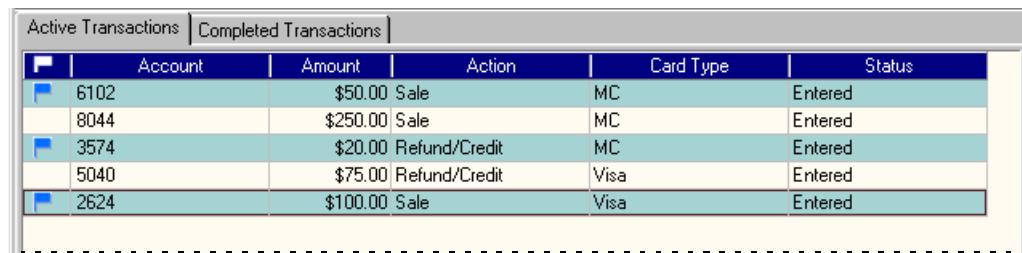
	Account	Amount	Action	Card Type	Status
<input checked="" type="checkbox"/>	6102	\$50.00	Sale	MC	Entered
<input checked="" type="checkbox"/>	8044	\$250.00	Sale	MC	Entered
<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit	MC	Entered
<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit	Visa	Entered
<input checked="" type="checkbox"/>	2624	\$100.00	Sale	Visa	Entered

## Selecting Several Transactions That Are Not Listed Next to Each Other

Suppose you want to select just the flagged transactions shown above.

1. Click on the first flagged transaction.
2. Hold down the **Ctrl** key on your keyboard
3. Click on each of the flagged transactions.
4. Release the **Ctrl** key.

The exact transactions you click on are highlighted:



Active Transactions		Completed Transactions				
	Account	Amount	Action	Card Type	Status	
<input checked="" type="checkbox"/>	6102	\$50.00	Sale	MC	Entered	
<input checked="" type="checkbox"/>	8044	\$250.00	Sale	MC	Entered	
<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit	MC	Entered	
<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit	Visa	Entered	
<input checked="" type="checkbox"/>	2624	\$100.00	Sale	Visa	Entered	

## Removing One Transaction from a Selected Group

Suppose you've selected several transactions and want to remove one from the group:

1. Hold down the **Ctrl** key on your keyboard.
2. Click on the transaction you want to remove.
3. Release the **Ctrl** key and the transaction is no longer selected.

## Changing (Editing) an Active Transaction

To change or add to the information for any active transaction:

---

Instead of double clicking in Step 1, you can select the transaction, then do one of the following:

Either press Alt T, then E

Or click on



1. Double click on the transaction.  
Change the information on any of the data entry forms.
2. When you've completed your changes, do one of the following:
  - Either save the changes: Press **Alt T**, then **S**.
  - Or cancel the changes: Press **Alt T**, then **H**.

You can't save your edits by pressing Enter.

Now you can work on another transaction.

## Deleting or Closing an Active Transaction

You can't delete or close a completed transaction.

If you delete an active transaction, the transaction does not go through (for example, no refund is made), you remove it entirely from the system and no record is kept that the transaction ever existed.

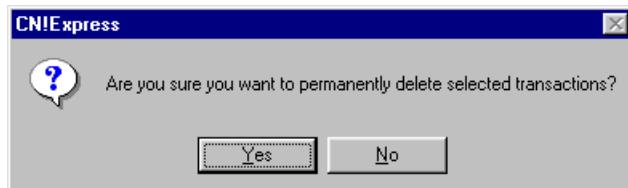
If you close an active transaction, the transaction does not go through (for example, no refund is made), but a record is kept. The closed transaction appears on the Completed Transactions table and can be exported or archived like any other transaction.

### Deleting a Transaction

To delete an active transaction:

1. Click on the transaction.
2. Press **Alt T** (Transaction menu).
3. Press **D** (Delete).

The following message appears:



4. Press **Y** (Yes).

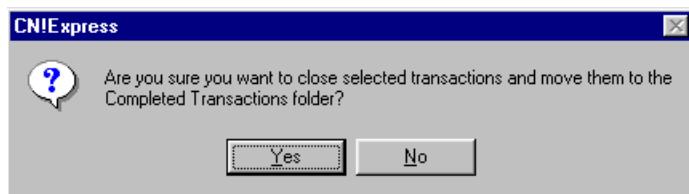
The transaction disappears from the Active Transactions table. It is never submitted and no record is kept that it ever existed.

### Closing a Transaction

To close an active transaction:

1. Click on the transaction.
2. Press **Alt T** (Transaction menu).
3. Press **C** (Close).

The following message appears:



4. Press **Y** (Yes).

The transaction disappears from the Active Transactions table. It is never submitted. However, a record is kept and the transaction appears on the Completed Transactions table. For example:

Active Transactions		Completed Transactions					
#	Account	Amount	Action	Status	Auth Code	Result Code	De
	6102	\$50.00	Void	Voided		0	
	3574	\$20.00	Refund/Credit	Refunded		0	
	5040	\$75.00	Refund/Credit	Closed		0	

## Requesting Fraud Detection on a Transaction

You must always arrange for fraud detection directly with your processing service. Some processing services do not support fraud detection at all.

Your processing service may allow you to request fraud detection on individual transactions. The default is that submitted transactions are *not* checked for fraud. You can request fraud checking in two ways:

- By changing the default in the user set up (see “Setting Up Other Users” on page 15). Only the ADMIN user can change the default.
- By requesting fraud checking for an individual transaction on the Main data entry form.

If your processing service allows you to request fraud detection, a Check Fraud box appears on the Main data entry form:



A screenshot of a software interface showing a data entry form. The form includes fields for 'Auth Code' (with a text input box), 'Currency' (with a text input box), and 'Order No.' (with a text input box). In the center, there is a button labeled 'Check Fraud' with a small square checkbox to its right. The entire form is enclosed in a light gray border.

If a check-mark appears automatically for every new transaction, the default has been changed and every transaction is automatically checked for fraud. If the box is blank for new transactions, then transactions aren't automatically checked for fraud but you can manually request fraud checking.

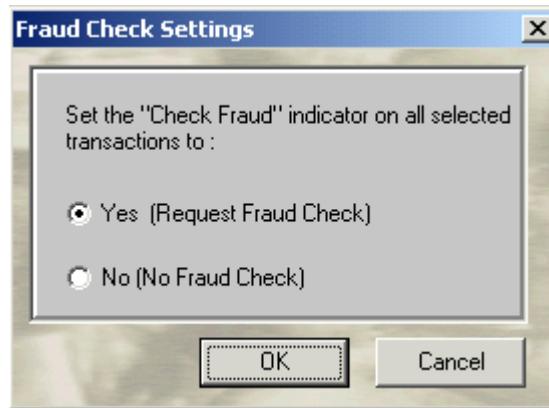
The following sections describe how to manually mark or unmark a transaction for a fraud check.

### Marking a Transaction So It's Checked for Fraud

To mark one or more transactions for fraud detection:

1. Select the transaction(s).
2. Press **Alt T** (Transaction menu).
3. Press **U** (Fraud Detection).

The following message appears:



By default, Yes is selected (a dot appears in the radio button).

4. Press **Enter**. On the Main data entry form for the transaction(s), a check-mark appears in the Check Fraud box.

### Unmarking a Transaction So It's Not Checked for Fraud

To unmark one or more transactions (they won't be checked for fraud):

1. Select the transaction(s).
2. Press **Alt T** (Transaction menu).
3. Press **U** (Fraud Detection).

The following message appears:



4. Click the radio button next to No (No Fraud Check).
5. Press **Enter**. On the Main data entry form for the transaction(s), the check-mark disappears from the Check Fraud box.

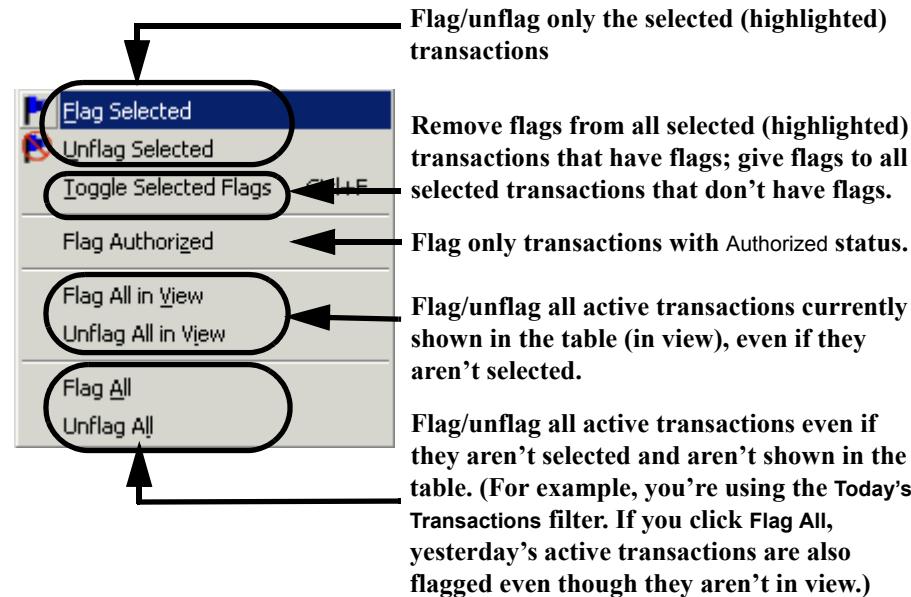
## Flagging or Unflagging an Active Transaction

CN!Express uses flags in the Active Transactions table to show which transactions will be sent to your processing service.

- A flag (  ) means that the transaction is ready to send.
- No flag means the transaction isn't ready to send.

CN!Express automatically places a flag next to every new transaction when you save it. You can also add and remove flags yourself.

1. Press **Alt T** (Transaction menu).
2. Press **L** (Flag) to view:



3. To choose one of the menu items, press the key for an underlined letter. For example:
  - To Flag Selected transactions, press the **F** key on your keyboard.
  - To Unflag All, press the **L** key on your keyboard.

If you want to Toggle Selected Flags, you can skip the steps above and press **Ctrl F**.

Suppose you set up your screen as follows, with three transactions selected and all refund transactions filtered out (not showing):

Active Transactions		Completed Transactions					
	Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text
■	8044	\$25.00	Authorization and Capture	Entered			
■	4006	\$25.00	Authorization and Capture	Entered			
■	1008	\$50.00	Authorization and Capture	Entered			
■	3574	\$75.00	Authorization	Entered			
■	2028	\$90.01	Authorization	Entered			
■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved

The following table shows what happens as to your screen as you select each type of flag.

If You Press . . .	The Screen Shows . . .																																																								
<b>ALT T, L, F</b> (FLAG SELECTED)	<table border="1"> <thead> <tr> <th></th><th>Account</th><th>Amount ▲</th><th>Action</th><th>Status</th><th>Auth Code</th><th>Result Code</th><th>Response Text</th></tr> </thead> <tbody> <tr> <td>■</td><td>8044</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>4006</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>1008</td><td>\$50.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>3574</td><td>\$75.00</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$90.01</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$100.00</td><td>Capture</td><td>Authorized</td><td>DEM019</td><td>00</td><td>Approved</td></tr> </tbody> </table>		Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text	■	8044	\$25.00	Authorization and Capture	Entered				■	4006	\$25.00	Authorization and Capture	Entered				■	1008	\$50.00	Authorization and Capture	Entered				■	3574	\$75.00	Authorization	Entered				■	2028	\$90.01	Authorization	Entered				■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved
	Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text																																																		
■	8044	\$25.00	Authorization and Capture	Entered																																																					
■	4006	\$25.00	Authorization and Capture	Entered																																																					
■	1008	\$50.00	Authorization and Capture	Entered																																																					
■	3574	\$75.00	Authorization	Entered																																																					
■	2028	\$90.01	Authorization	Entered																																																					
■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved																																																		
<b>ALT T, L, T</b> (TOGGLE SELECTED FLAGS)	<table border="1"> <thead> <tr> <th></th><th>Account</th><th>Amount ▲</th><th>Action</th><th>Status</th><th>Auth Code</th><th>Result Code</th><th>Response Text</th></tr> </thead> <tbody> <tr> <td>■</td><td>8044</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>4006</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>1008</td><td>\$50.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>3574</td><td>\$75.00</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$90.01</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$100.00</td><td>Capture</td><td>Authorized</td><td>DEM019</td><td>00</td><td>Approved</td></tr> </tbody> </table>		Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text	■	8044	\$25.00	Authorization and Capture	Entered				■	4006	\$25.00	Authorization and Capture	Entered				■	1008	\$50.00	Authorization and Capture	Entered				■	3574	\$75.00	Authorization	Entered				■	2028	\$90.01	Authorization	Entered				■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved
	Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text																																																		
■	8044	\$25.00	Authorization and Capture	Entered																																																					
■	4006	\$25.00	Authorization and Capture	Entered																																																					
■	1008	\$50.00	Authorization and Capture	Entered																																																					
■	3574	\$75.00	Authorization	Entered																																																					
■	2028	\$90.01	Authorization	Entered																																																					
■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved																																																		
<b>ALT T, L, Z</b> (FLAG AUTHORIZED)	<table border="1"> <thead> <tr> <th></th><th>Account</th><th>Amount ▲</th><th>Action</th><th>Status</th><th>Auth Code</th><th>Result Code</th><th>Response Text</th></tr> </thead> <tbody> <tr> <td>■</td><td>8044</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>4006</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>1008</td><td>\$50.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>3574</td><td>\$75.00</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$90.01</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$100.00</td><td>Capture</td><td>Authorized</td><td>DEM019</td><td>00</td><td>Approved</td></tr> </tbody> </table>		Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text	■	8044	\$25.00	Authorization and Capture	Entered				■	4006	\$25.00	Authorization and Capture	Entered				■	1008	\$50.00	Authorization and Capture	Entered				■	3574	\$75.00	Authorization	Entered				■	2028	\$90.01	Authorization	Entered				■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved
	Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text																																																		
■	8044	\$25.00	Authorization and Capture	Entered																																																					
■	4006	\$25.00	Authorization and Capture	Entered																																																					
■	1008	\$50.00	Authorization and Capture	Entered																																																					
■	3574	\$75.00	Authorization	Entered																																																					
■	2028	\$90.01	Authorization	Entered																																																					
■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved																																																		
<b>ALT T, L, V</b> (FLAG ALL IN VIEW)	<table border="1"> <thead> <tr> <th></th><th>Account</th><th>Amount ▲</th><th>Action</th><th>Status</th><th>Auth Code</th><th>Result Code</th><th>Response Text</th></tr> </thead> <tbody> <tr> <td>■</td><td>8044</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>4006</td><td>\$25.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>1008</td><td>\$50.00</td><td>Authorization and Capture</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>3574</td><td>\$75.00</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$90.01</td><td>Authorization</td><td>Entered</td><td></td><td></td><td></td></tr> <tr> <td>■</td><td>2028</td><td>\$100.00</td><td>Capture</td><td>Authorized</td><td>DEM019</td><td>00</td><td>Approved</td></tr> </tbody> </table>		Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text	■	8044	\$25.00	Authorization and Capture	Entered				■	4006	\$25.00	Authorization and Capture	Entered				■	1008	\$50.00	Authorization and Capture	Entered				■	3574	\$75.00	Authorization	Entered				■	2028	\$90.01	Authorization	Entered				■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved
	Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text																																																		
■	8044	\$25.00	Authorization and Capture	Entered																																																					
■	4006	\$25.00	Authorization and Capture	Entered																																																					
■	1008	\$50.00	Authorization and Capture	Entered																																																					
■	3574	\$75.00	Authorization	Entered																																																					
■	2028	\$90.01	Authorization	Entered																																																					
■	2028	\$100.00	Capture	Authorized	DEM019	00	Approved																																																		

---

*If You Press . . .***ALT T, L, A**  
(FLAG ALL)

NOTE: THE FILTERED  
REFUND TRANSACTIONS  
(NOT SEEN) ARE ALSO  
FLAGGED.

*The Screen Shows . . .*

	Account	Amount ▲	Action	Status	Auth Code	Result Code	Response Text
1	8044	\$25.00	Authorization and Capture	Entered			
2	4006	\$25.00	Authorization and Capture	Entered			
3	1008	\$50.00	Authorization and Capture	Entered			
4	3574	\$75.00	Authorization	Entered			
5	2028	\$90.01	Authorization	Entered			
6	2028	\$100.00	Capture	Authorized	DEM019	00	Approved



# Chapter 9. Changing Tables: Layout, Sorting, Filtering

*CN!Express* lists information on active transactions and completed transactions on two separate tables. You can change the appearance of these tables in several ways:

- By changing the layout of the table(s) (adding, removing or re-ordering columns of information)
- By sorting the information on transactions
- By filtering out (hiding) certain transactions

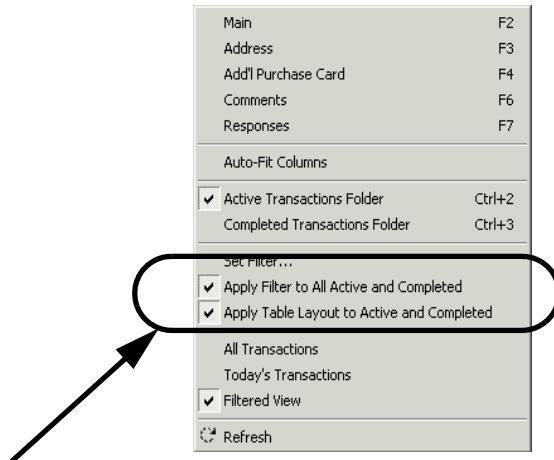
*CN!Express* remembers how the layout of tables and how they were sorted at the moment when you shut down. When you start *CN!Express* again, the tables appear with the same layout and sorts.

However, *CN!Express* turns off any filter that's active when you shut down. The filter still exists, but you have to reapply it after you start up.

# Deciding Whether Your Changes Affect Both Tables

When you change the table layout or filter, you can apply your changes to both tables at the same time or just the table you are viewing.

Press **Alt V** (View menu) to view:



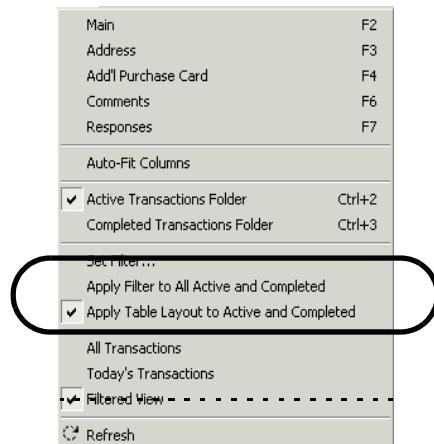

---

Auric Systems  
International recommends  
that you leave the check-  
marks next to Apply Filter  
and Apply Table Layout.

---

The menu above shows the default: there's a *check-mark* next to Apply Filter and another check-mark next to Apply Table Layout. So by default, any change you make applies to *both tables*.

The menu below shows *no check-mark* next to Apply Filter. So any filter you turn on applies *only to the table you're viewing* when you actually turn the filter on. However, Apply Table Layout still has a check-mark. If you change the table layout, both tables change.



You can remove or add check-marks as follows:

1. Press **Alt V** (View menu).
2. If you want to change the way the filter works, press **I**.

If you want to change the way the table layout works, press **Y**.

A check-mark means that whatever change you make next (change the filter/change the table layout) applies to both tables. No check-mark means that whatever change you make next applies only to the table you're viewing at that time.

## Adding, Removing and Re-ordering Columns on the Tables

You can change the table layout by adding, removing and changing the order of columns on the Active Transactions table and on the Completed Transactions table. (You decide whether your changes apply to both tables or only the table you're viewing.) Every field on every data entry card can become a column on the tables. When you first install CN!Express, the tables are already set up to show eight columns:

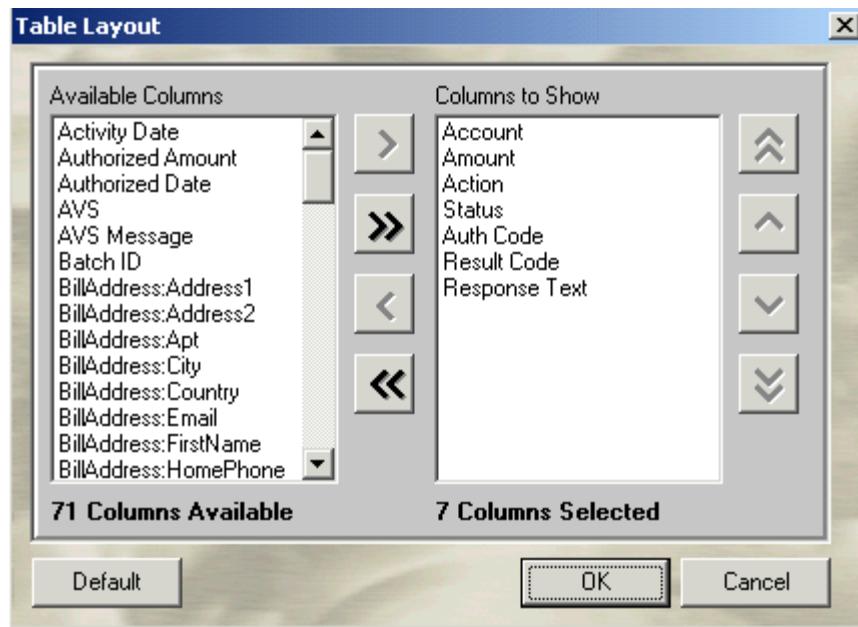
- Flag
- Account
- Amount
- Action
- Status
- Auth Code
- Result Code
- Response Text

These are the default columns. You might want to add columns to see additional information about transactions (for example, the billing addresses or the types of credit cards used).

To add, remove or change the order of columns on the tables:

1. Press **Alt C** (Configure menu).

2. Press **L** (Table Layout) to view:



3. The two boxes on the screen list Available Columns (columns that are currently hidden from view) and Columns to Show (columns that appear on the tables).

To move a column from one box to the other, click on the column name. Then:

Click on . . .	To Move . . .
	The selected column into the Columns to Show box
	All the columns into the Columns to Show box
	The selected column into the Available Columns box
	All the columns into the Available Columns box
	Return all columns to their default position (with seven columns listed in the Columns to Show box)

4. The first column shown in the Columns to Show box is the first column to appear on the tables (right after the flag). To change a column's position, click on the column you want to move. Then:

<i>Click on . . .</i>	<i>To Move a Column . . .</i>
	To the top of the table (the first position on the screen, next to the flag)
	Up one spot
	Down one spot
	To the bottom of the table (the last position on the screen, farthest from the flag)

5. Press **Enter** to save your changes.

*CN!Express* shows the tables with the columns you chose at Step 2 and in the order you chose at Step 3.

Even if you shut down *CN!Express*, the table layout remains the way you left it.

## Sorting the Tables

You can sort the Active Transactions and Completed Transactions tables in ascending or descending order for any one displayed column including the account number (Account). You sort each table separately; if you sort the Active Transactions table, you won't automatically sort the Completed Transactions table.

If you sort on the Flag column, ascending order places all flagged transactions last; descending order places all flagged transactions first.

To sort a column:

You can only sort on one column at a time.

1. Click on the column title. An arrow appears to show how the transactions are sorted:

- In ascending order (smallest value to largest)



Active Transactions		Completed Transactions		
Flag	Account	Amount	Action	Status
	1008	\$75.00	Sale	Entered
Flag	1007	\$90.00	Sale	Entered
Flag	1007	\$100.00	Void	Failed
Flag	3574	\$200.00	Sale	Entered
	5040	\$930.50	Sale	Entered

- In descending order (largest value to smallest)



Active Transactions		Completed Transactions		
Flag	Account	Amount	Action	Status
	5040	\$930.50	Sale	Entered
Flag	3574	\$200.00	Sale	Entered
Flag	1007	\$100.00	Void	Failed
Flag	1007	\$90.00	Sale	Entered

2. Click on the column title to switch back and forth between ascending and descending order.

# Filtering the Tables

A filter lets you view some of the transactions in the tables while it hides the rest (for example, you might want to see only today's transactions or only transactions under \$100). You decide whether the filter applies to both tables or only the table you're viewing.

CN!Express provides one standard filter, and lets you create any custom filter.

## Standard Filter

To view only today's transactions:

1. Press **Alt V** (View menu).
2. Press **T** (Today's Transactions)

## Your First Custom Filter

---

For detailed information on how custom filters work, see "Appendix A. Advanced Filtering Techniques" on page 177.

---

The following sections describe how to define, apply, turn off, re-start and change a basic custom filter.

Suppose you want to view active transactions under \$100 only. Normally, your Active Transactions table shows all active transactions, even those over \$100:

Active Transactions		Completed Transactions				
	Account	Amount	Action	Status	Auth Code	Result Code
	3850	\$250.00	Sale	Entered		0
	6011	\$10.00	Sale	Entered		0
	4050	\$40.00	Sale	Entered		0
	3710	\$80.00	Sale	Entered		0
	5151	\$200.00	Refund/Credit	Entered		0
	3890	\$25.00	Void	Entered		0

All active transactions. 6

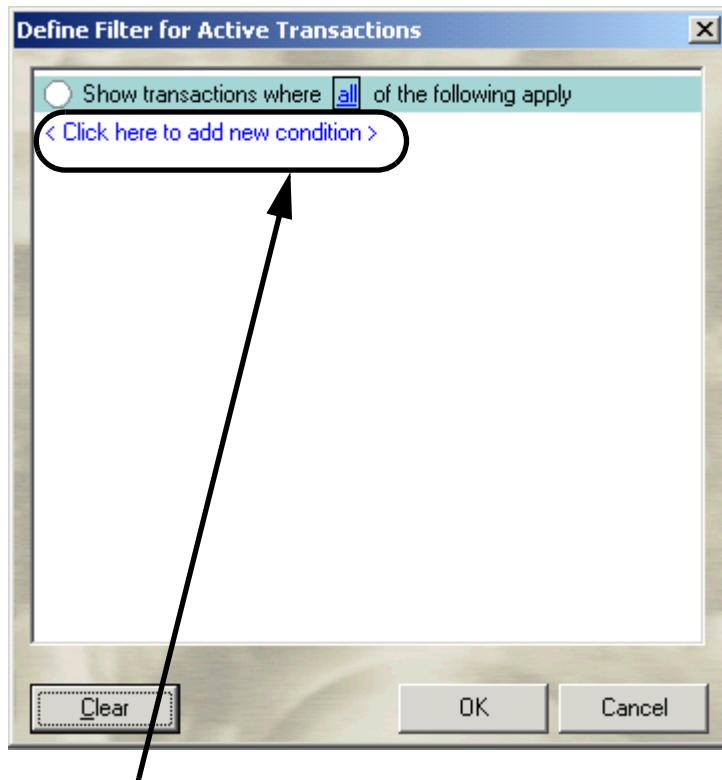
---

CN!Express lets you store only one custom filter. Every time you define a new filter, you replace the old filter.

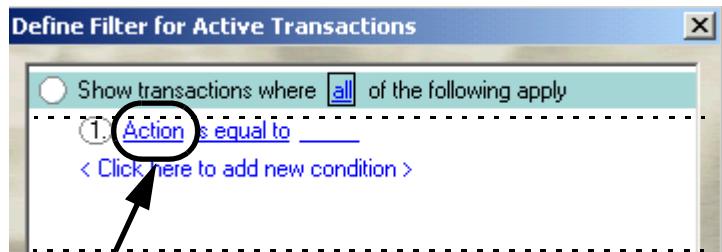
---

To create a custom filter that shows only transactions under \$100:

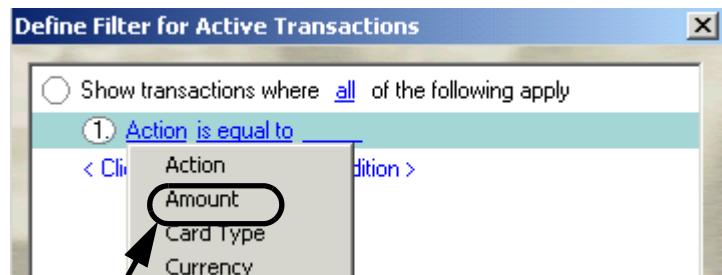
1. Press **Alt V** (View menu).
2. Press **E** (Set Filter) to view:



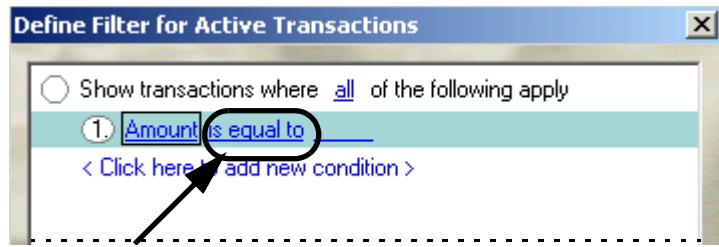
3. Click on Click here to add new condition to view:



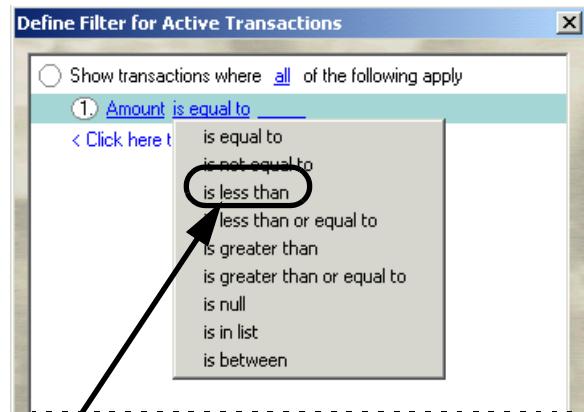
4. Click on Action to view:



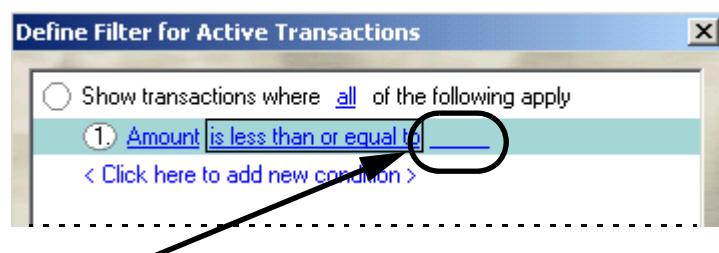
5. Click on Amount to view:



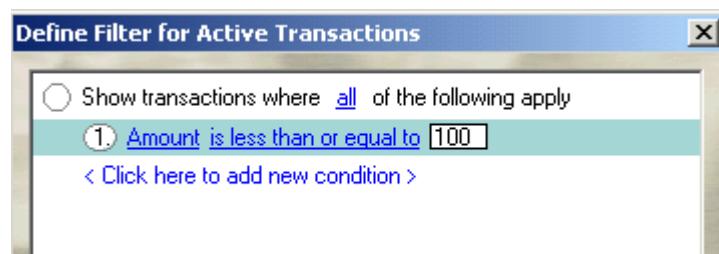
6. Click on is equal to to view:



7. Click on is less than to view:



8. Click on **100** and type **100** in the box that appears:



9. Click on **OK** to view only transactions less than \$100:

Active Transactions		Completed Transactions				
	Account	Amount	Action	Status	Auth Code	Result Code
<input checked="" type="checkbox"/>	6011	\$10.00	Sale	Entered		0
<input checked="" type="checkbox"/>	4050	\$40.00	Sale	Entered		0
<input checked="" type="checkbox"/>	3710	\$80.00	Sale	Entered		0
<input checked="" type="checkbox"/>	3890	\$25.00	Void	Entered		0

Active transactions where any of the following apply: Amount is less than 100. 4

## Refreshing the Filter

Let's say you've set up and applied your filter showing all transactions less than \$100. You begin to add new transactions, including several transactions that are greater than \$100. Those transactions appear on the Active Transactions table even though the filter is on.

To apply the filter to the new transactions:

1. Press **Alt V** (View menu).
2. Press **S** (Refresh).

Refresh re-applies the filter, hiding all transactions over \$100, even the new ones.

## Turning Off and Re-starting a Filter

You also turn off a filter when you shut down CN!Express. However, the filter isn't deleted. After you re-start CN!Express, you can restart the filter.

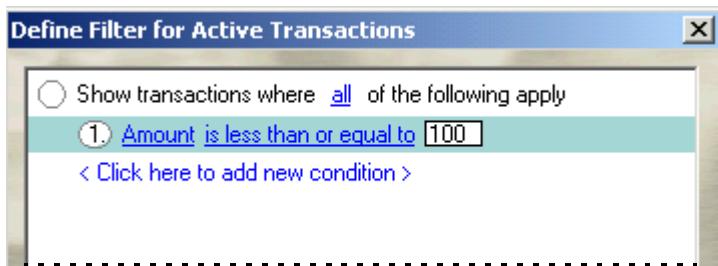
To turn off a filter and show all the transactions, press **Alt V**, then **N** (All Transactions).

To re-start the filter, press **Alt V**, then **F** (Filtered View).

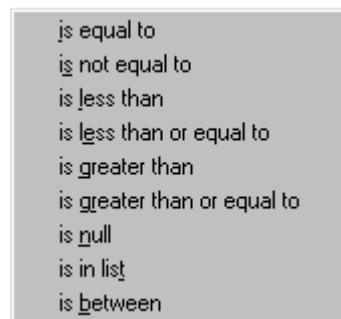
## Changing a Filter

To change the filter (to show all transactions between and including \$50 and \$100):

1. Press **Alt V** (View menu).
2. Press **E** (Set Filter) to view:



3. Click on is less than to view:



4. Choose is between.
5. Click on **100** type **50** in the box.
6. Click on the second **100** and type **100** in the box. Your filter should look like this:



When you OK the new filter, the old filter is replaced. If you need the old filter, you have to build it again.

7. Click on **OK** to view all transactions between and including \$50 and \$100:

Active Transactions		Completed Transactions				
	Account	Amount	Action	Status	Auth Code	Result Code
	3710	\$80.00	Sale	Entered		0

Active transactions where any of the following apply: Amount is between 50 and 100. | 1

## Deleting a Custom Filter

To delete a custom filter:

You can't delete a filter just by shutting down CN!Express. The filter is turned off, but you can re-start it after you re-start CN!Express.

1. Press **Alt V** (View menu).
2. Press **E** (Set Filter).
3. Press **C** (Clear).
4. Press **Enter**.

You also replace an old filter automatically whenever you define and **Enter** a new filter.



# Chapter 10.

# Printing Tables,

# Reports, and

# Receipts

*CN!Express* lets you print either the Active Transactions table or the Completed Transactions table exactly as it appears on the screen.

*CN!Express* also provides six standard reports. Each report summarizes different information about the transactions currently on view in either the Active Transactions or Completed Transactions tables. For example, one report (transaction action) tells you the total number and total dollar amount of transactions on the table you're viewing, organized by the type of transaction. Two of the reports (Flagged Records and Flagged Records with Currency Breakdown) include all flagged transactions, whether or not they're on view.

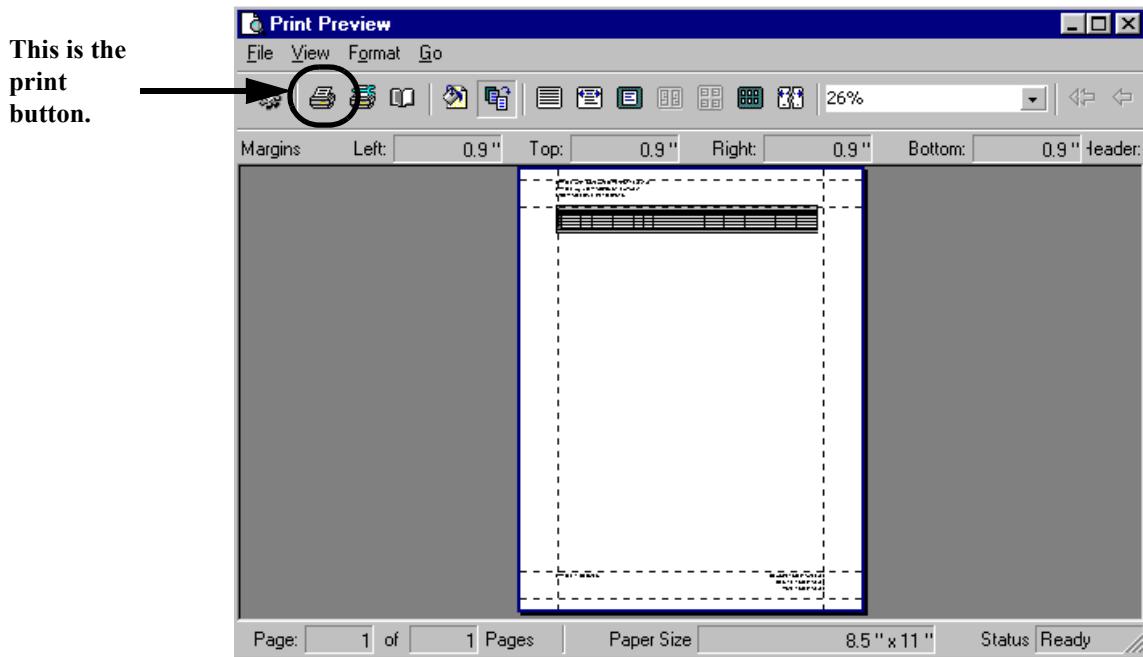
Finally, *CN!Express* lets you print receipts for any transaction.

This chapter explains how to print, change the appearance of, and change the content of table printouts and standard reports. It also explains how to print receipts.

## Printing the Tables

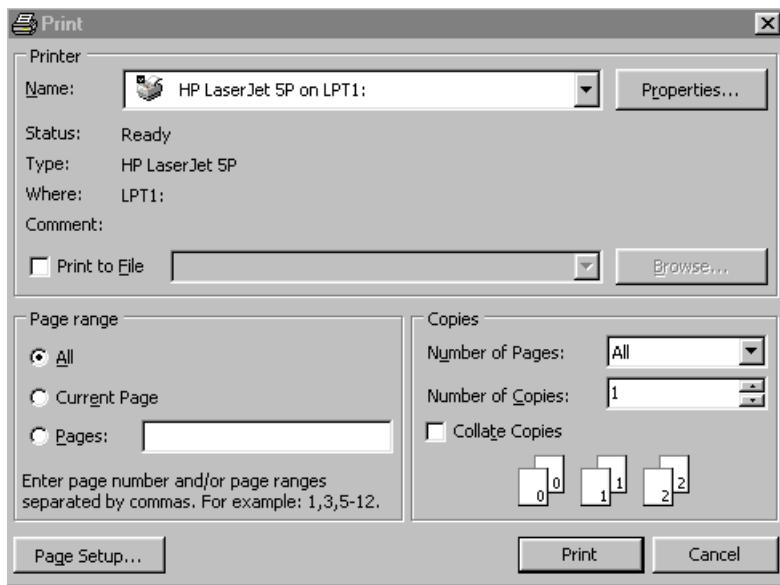
To print the table you are currently viewing:

1. Press **Ctrl P** to view a screen like the following:



This screen shows a report that is set up to print on one page. Its orientation (the way the page is facing) is portrait. This is the default.

2. Press **Ctrl P** again to view:



3. Press **Enter** to print.
4. Press **Alt F**, then **C** to exit the Print Preview screen.

If the table you're printing doesn't fit comfortably on the page, two things may happen:

- The table prints in such small type that you can't read it.
- Some of the columns on the table aren't printed at all.

If that's the case, you must change the format of the page so that the table fits better. For example, you can do one or more of the following:

- Change the print setup, so that the orientation of the page is landscape instead of portrait. CN!Express can fit more information across a landscape page. See "Changing the Print Setup for Tables and Reports" on page 125.
- Unshrink the page, so that the table is printed across two or more pages.
- Reduce the number of columns in the printout, so that CN!Express can print more of the table in larger type.

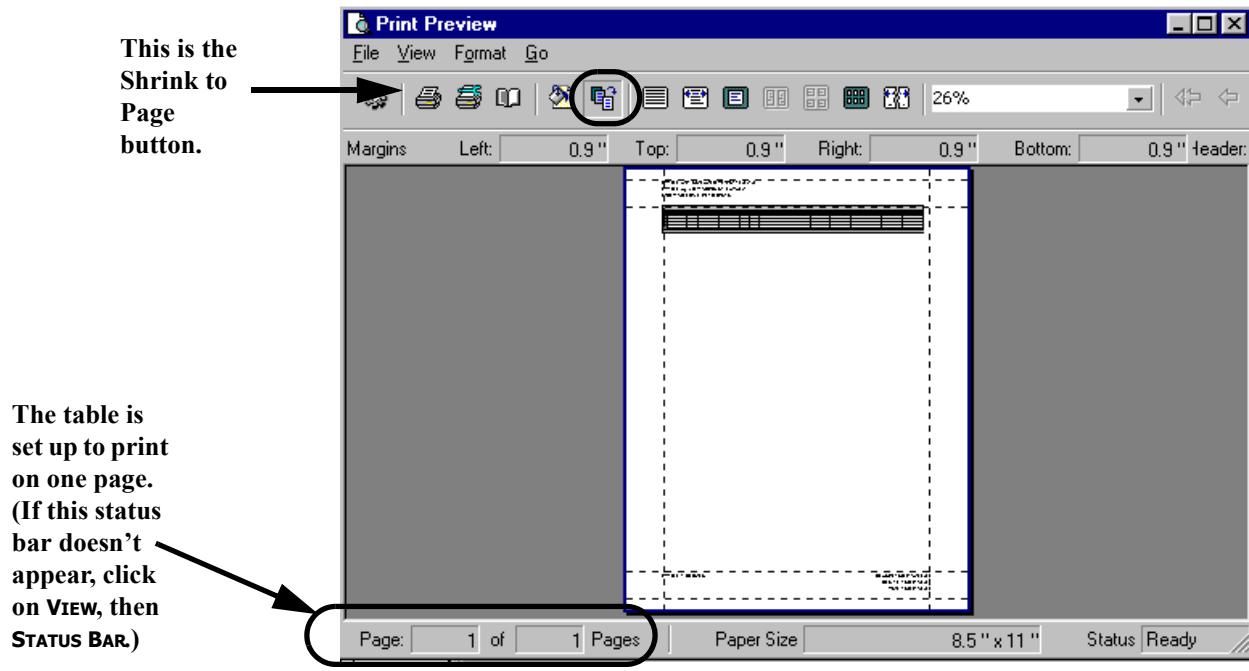
The following sections describe how to unshrink the page and reduce the number of columns in the printout. You can customize a table printout by changing the layout, filtering, and sorting.

## Shrinking the Page

When you shrink the page, you're telling CN!Express to print all the information on a table on one page. If you unshrink, CN!Express prints the information across the width of two or more pages. When your printout is complete, you have to physically place the pages side-by-side to see the full table as it appears on your screen.

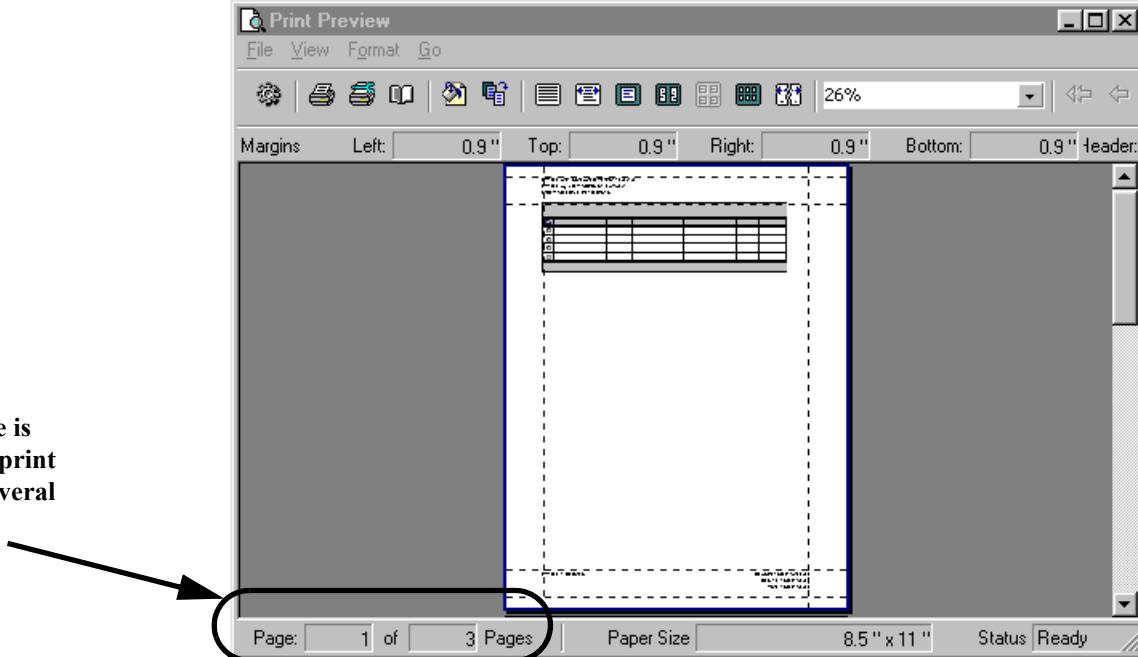
To unshrink the page:

1. Press **Ctrl P** to view a screen like the following:



2. Press  to view:

The table is set up to print across several pages.



The table is now set up to print across three pages (in this case, portrait pages).

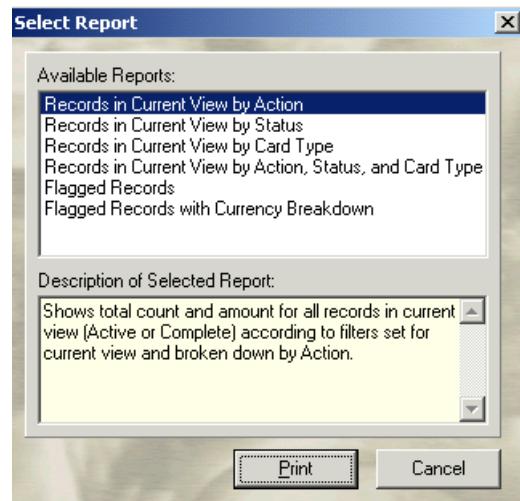
### Reducing the Number of Columns in the Printout

When you print a table, you print exactly the information that shows on the screen. If you have problems fitting all that information on the printed page, you can change the table layout to show fewer columns, as described in Chapter 9.

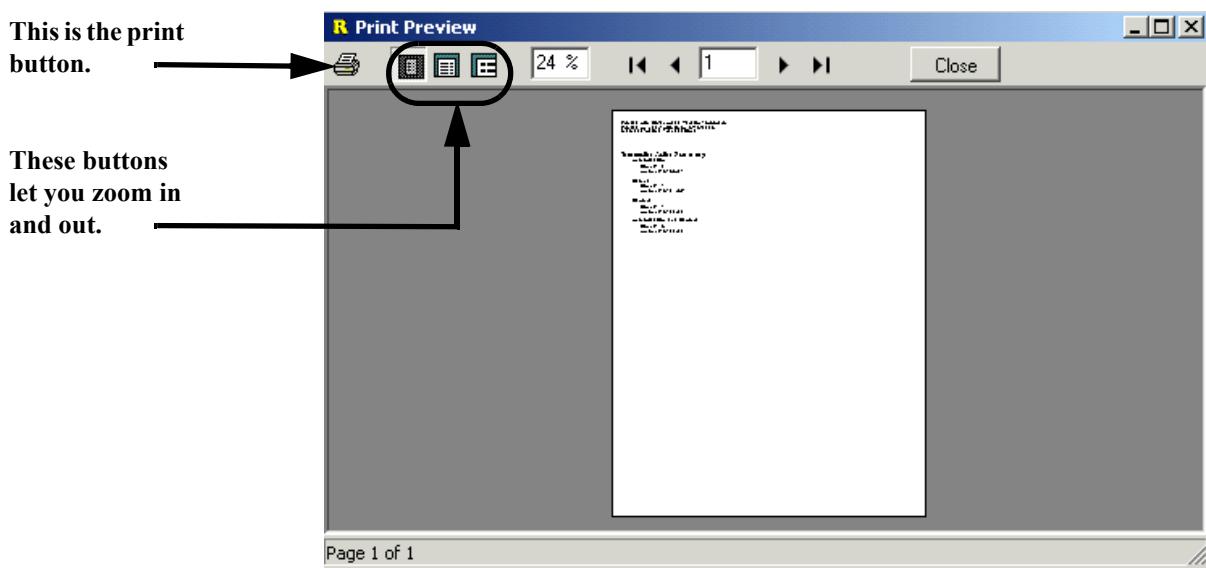
## Printing a Standard Summary Report

To print a standard summary report on the table you are currently viewing:

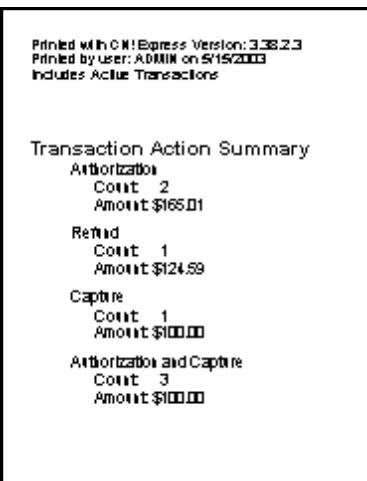
1. Press **Ctrl R** (Reports) to view:



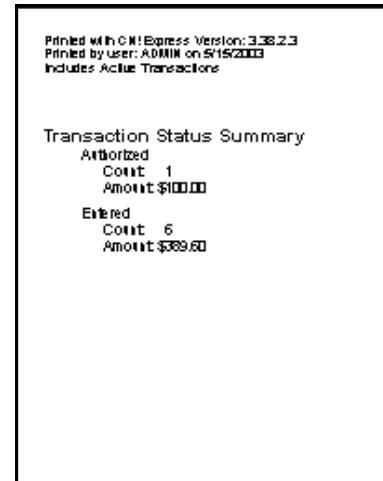
2. Double click on the report you want, to view a screen like the following:



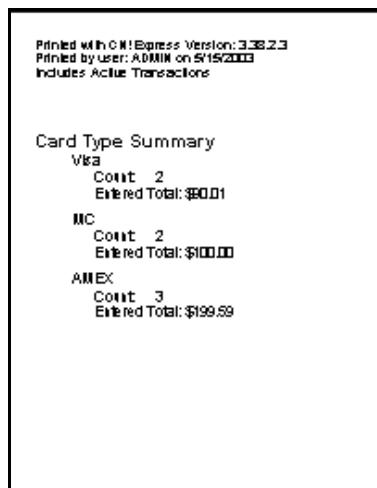
On the following pages are examples of the six types of reports.



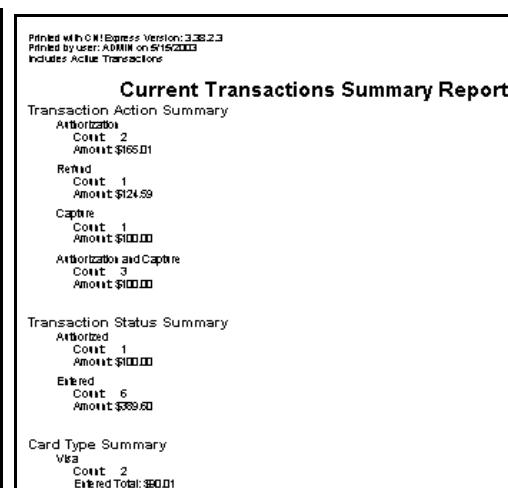
Records in Current View by Action



Records in Current View by Status



Records in Current View by Card Type



Records in Current View by Action, Status, and Card Type



Flagged Records



Flagged Records with Currency Breakdown

(Both of these reports include *all* flagged transactions, even if they are not on view; that is, the reports include flagged transactions that are filtered out.)

3. Click on 

4. Press **Enter** to print the report.

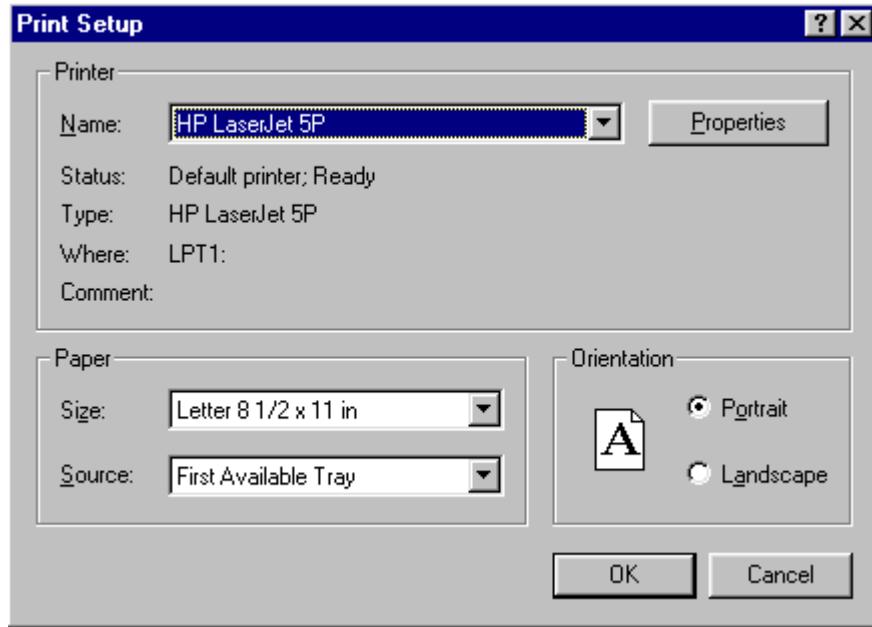
5. Click on  to exit the Print Preview screen.

You can change the orientation of a report (portrait or landscape) by changing the print setup. You can customize a report by using filters.

## Changing the Print Setup for Tables and Reports

You can print tables and reports in either portrait or landscape (sideways). The default is portrait. To change the orientation of a report to landscape:

1. Press **Alt F**, then **S** to view:



2. Click on the Landscape radio button to change the orientation of the page to landscape.
3. Press **Enter**.

From now on, every table printout and standard report is printed in landscape, until you change the print setup or shut down CN!Express.

# Customizing Table Printouts and Standard Reports

The Flagged Records report and the Flagged Records with Currency Breakdown report always show *all* flagged transactions, even if they're not on view. You can't customize them by changing the table's layout or filter, only by adding or removing flags.

Every table printout and most standard summary reports are based on the transactions currently on view in the Active Transactions or Completed Transactions table. So if you want to customize a printout or report, you have to change the transactions that are on view, as explained in Chapter 9.

You can customize table printouts by changing the table's layout, filter, and sort. Standard summary reports aren't affected by changes in layout and sorts, but you can customize them by applying a filter.

Here's an example. Let's say you start with this table:

Active Transactions		Completed Transactions					
Flag	Account	Amount	Action	Status	Auth Code	Result Code	Response
■	6102	\$50.00	Sale	Entered			
■	8044	\$250.00	Sale	Entered			
■	5040	\$75.00	Refund/Credit	Entered			
■	2624	\$100.00	Sale	Entered			
■	3574	\$20.00	Refund/Credit	Entered			

You request the standard report called Records in Current View by Action, Status, and Card Type. Here's the report that CN!Express prints out:

Printed with CN!Express Version: 3.0.5.4 Printed by user: ADMIN on 2/3/02 Includes Active Transactions	
<b>Current Transactions Summary Report</b>	
<b>Transaction Type Summary</b> Credit Count: 2 Amount: \$95.00 Sale Count: 3 Amount: \$400.00	
<b>Transaction Status Summary</b> Entered Count: 5 Amount: \$495.00	
<b>Card Type Summary</b> Visa Count: 2 Entered Total: \$175.00 MC Count: 3 Entered Total: \$320.00	

If you apply a filter to the table to show only today's transactions, your table looks like this:

	Account	Amount	Action	Status	Auth Code	Result Code	Response
<input checked="" type="checkbox"/>	6102	\$50.00	Sale	Entered			
<input checked="" type="checkbox"/>	8044	\$250.00	Sale	Entered			
<input checked="" type="checkbox"/>	2624	\$100.00	Sale	Entered			

If you request the same standard report (Records in Current View by Action, Status, and Card Type), it now looks like this:

Only the transactions currently on view are included in the report.

Printed with CN!Express Version: 3.0.5.4  
Printed by user: ADMIN on 2/28/02  
Includes Active Transactions

**Current Transactions Summary Report**

**Transaction Type Summary**  
Sale  
Count: 3  
Amount: \$400.00

**Transaction Status Summary**  
Entered  
Count: 3  
Amount: \$400.00

**Card Type Summary**  
Visa  
Count: 1  
Entered Total: \$100.00  
MC  
Count: 2  
Entered Total: \$300.00

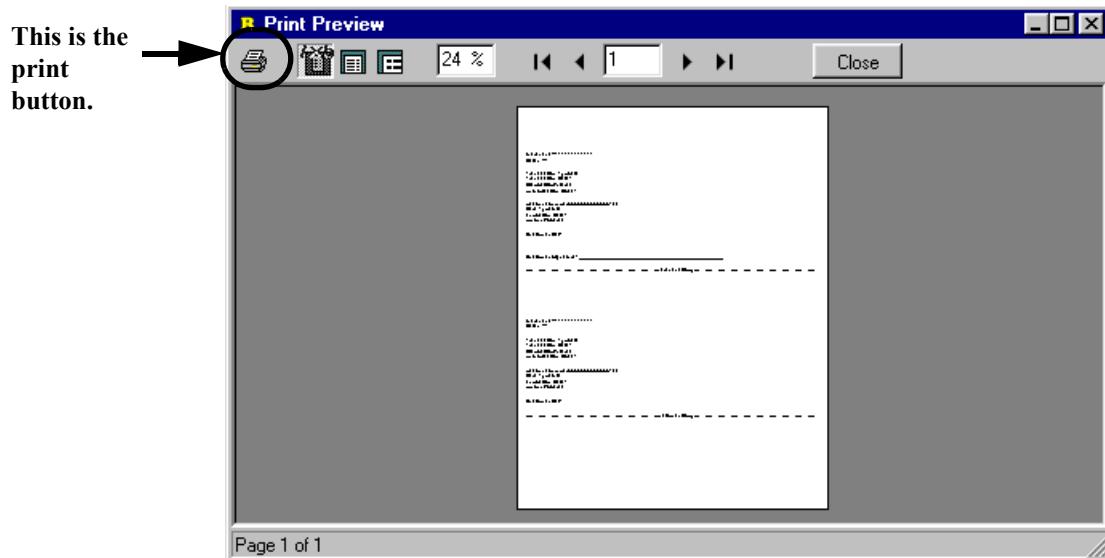
The following steps explain how to use the CN!Express standard filter to create and print a report that includes only today's transactions.

1. Press **Alt V** (View menu), then **T** (Today's Transactions)
2. Press **Ctrl R** (Reports).
3. Choose the type of report you want.
4. Press **Alt P** (Print).
5. Click on  , then press **Enter**.
6. Click on  to exit the Print Preview screen.

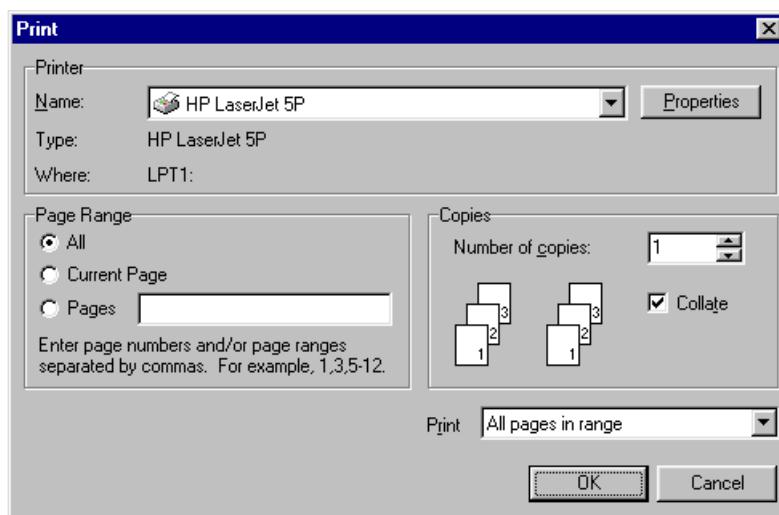
## Printing a Receipt

You can print a receipt for any transaction.

1. Click on the transaction.
2. Press **Alt T** (Transaction menu).
3. Press **P** (Print Receipt) to view:

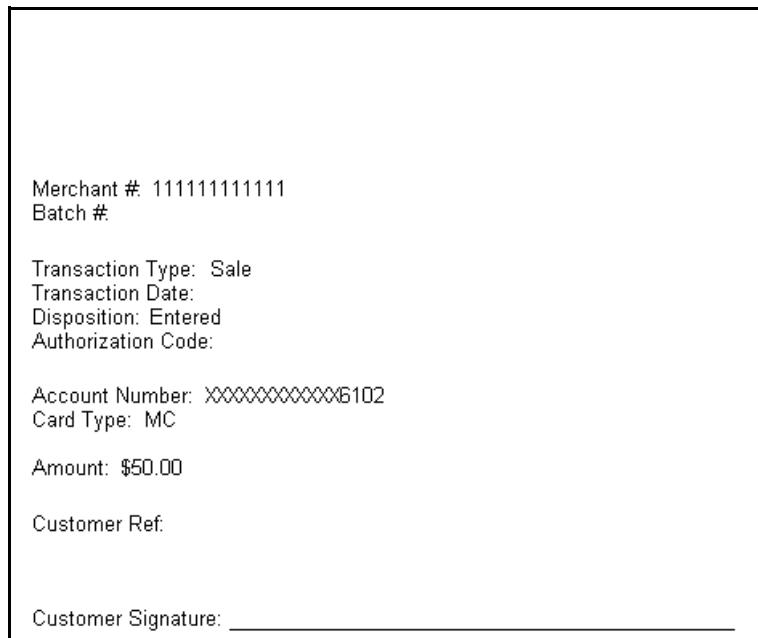


4. Press to view:



5. Press **Enter** to print the receipt.
6. Click on  to exit the Print Preview screen.

A typical receipt contains two sections, one for the merchant and one for the customer. Each section contains the same information. For example:



You can't change the orientation of receipts (they're always portrait). However, you can change their content if you're an ADMIN user. For more information, see "Changing Receipt Settings" on page 138.



# Chapter 11.

# Customizing

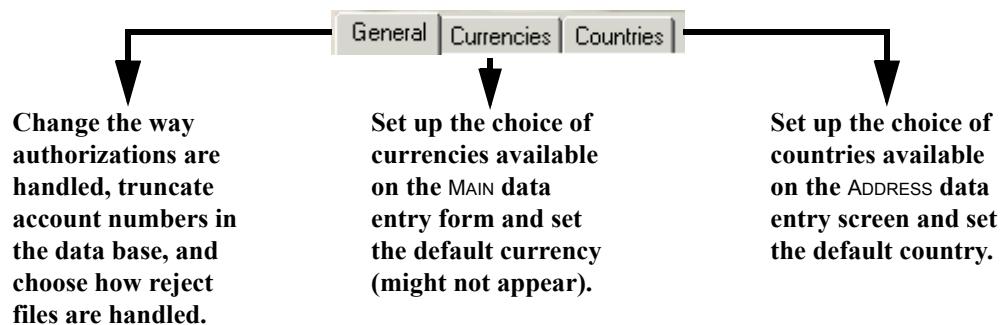
# Your System

# Settings

If you're an ADMIN user, you can customize:

- The way CN!Express handles authorizations
- Some of the information that appears on the data entry forms
- The content of receipts.

Click on the Configure menu, then click on System Settings to view the following tab, where you can handle most of these tasks:

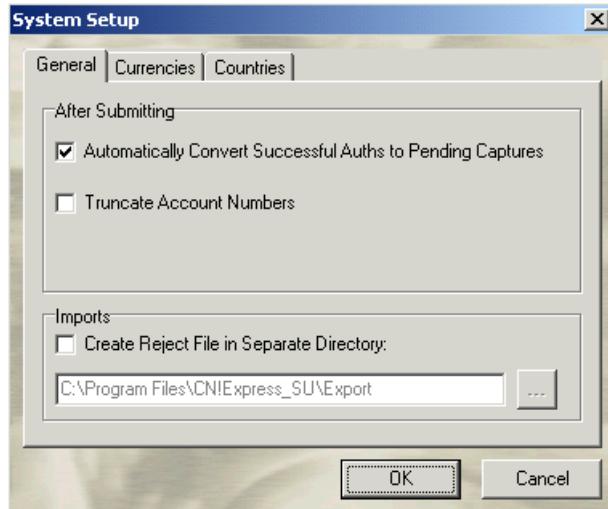


This chapter explains how to set your options under each tab. It also explains how to change receipt settings.

## Changing the General Options

The general options control how captures are created (automatically or manually), whether account numbers are truncated in the data base, and the location of the reject file.

1. Press **Alt C** (Configure menu).
2. Press **Y** (System Settings) to view:



3. If necessary, click on the General tab.

Typical default settings under the General tab are shown above; there's only one check-mark, next to Automatically Convert Successful Auths to Pending Captures.

4. You may change any of the settings, as explained in the following table.

Option . . .	With a Check-Mark . . .	Without a Check-Mark . . .
Automatically Update Successful Auths	<input checked="" type="checkbox"/> When you send a sales transaction to your processing service for authorization and the processing service authorizes it, then CN!Express automatically converts the successful authorization to a pending deposit (delayed capture).	<input type="checkbox"/> CN!Express processes authorizations but doesn't automatically create a delayed capture transaction (pending deposit). You must manually change the authorization to a delayed capture.
Truncate Account Numbers	<input checked="" type="checkbox"/> From now on, CN!Express truncates (shortens) account numbers in the data base after processing is completed. You cannot recover the full account numbers. (If you select this option, (a) export files always contain truncated account numbers regardless of how you set up exports; and (b) you won't be able to create refunds using the COMPLETED TRANSACTIONS table.)	<input type="checkbox"/> CN!Express does not truncate account numbers in the data base. (They are still truncated on the ACTIVE TRANSACTIONS and COMPLETED TRANSACTIONS tables.)
Create Reject File in Separate Directory	<input checked="" type="checkbox"/> You select the directory where you want the reject file(s) stored.	<input type="checkbox"/> Reject file(s) remain in EXPORT directory

5. Click on  to save your change.

## Setting Up Currencies

Your processing service may accept only a few of the currencies available and require special setup arrangements. Ask your processing service about their options and requirements.

On the Main data entry form, you might have a box that lets you choose the type of currency being used for the transaction. This box appears only if your processing service accepts multiple currencies. If your processing service only accepts U.S. dollars, CN!Express hides the Currency box and also hides the Currencies tab under Preferences.

To change the choices available in the currency box or to change the default currency:

1. Press **Alt C** (Configure menu).
2. Press **Y** (System Settings).
3. Click on the Currencies tab to view:



4. Use the scroll bar to scroll through the currencies available. Click on the box next to a currency to add or remove a check-mark:
  - If you want a type of currency to be a choice on the Main data entry form, make sure it's check-marked. If necessary, click on the box to add a check-mark. For example:



- If you don't want a type of currency to be a choice on the Main data entry form, make sure it isn't check-marked. If necessary, click on the box to remove the check-mark.

5. Click on the Default Currency box to view a list of all currencies that have check-marks. For example:



6. Click on one currency. Every time you start a new transaction, this currency will automatically appear in the Currency box on the Main data entry form. This is the default.

7. Click on **OK** to save your changes.

# Setting Up Countries

On the Address data entry form, you have a box that lets you choose from a list of countries for billing or shipping addresses. To change the list or change the default country:

1. Press **Alt C** (Configure menu).
2. Press **Y** (System Settings).
3. Click on the **Countries** tab to view:

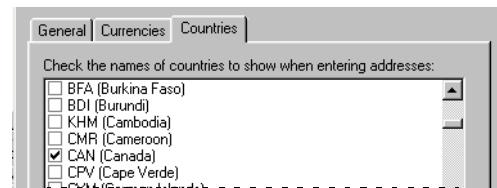


---

You must enter the correct country for purchase cards, so make sure you check-mark every country where you expect purchase card transactions.

---

4. Use the scroll bar to view the countries available. Click on the box next to a country to add or remove a check-mark:
  - If you want a country to be a choice on the Address data entry form, make sure it's check-marked. If necessary, click on the box to add a check-mark. For example:



- If you don't want a country to be a choice on the Address data entry form, make sure it isn't check-marked. If necessary, click on the box to remove the check-mark.

5. Click on the Default Country box to view a list of all countries that have check-marks. For example:



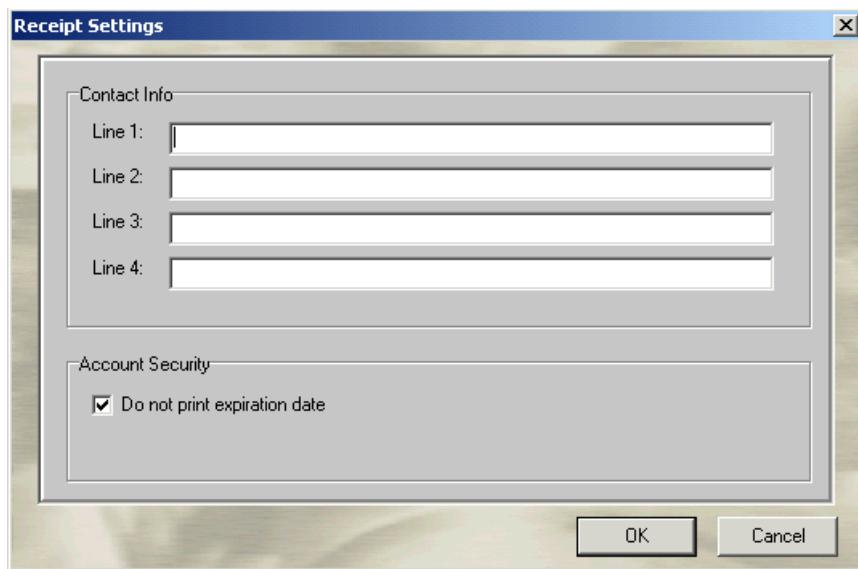
6. Click on one country. Every time you start a new transaction, this country will automatically appear in the Country box on the Address data entry form. This is the default.

7. Click on **OK** to save your changes.

# Changing Receipt Settings

To change some of the content on your receipts:

1. Press **Alt C** (Configure menu).
2. Press **R** (Receipt Settings) to view:



3. You can type any information you like in each of the Line boxes. For this example, assume the information typed in is an address: Any Corporation, 111 Any Street, Anyplace, NH.
4. If you remove the check-mark next to Do not print expiration date, the expiration date is printed on the receipt. Auric Systems International recommends that you keep the check-mark. For this example, assume the check-mark remains.
5. Press **Enter**.

From now on, when you print a receipt, the information you typed in the Line boxes appears:

<p>Any Corporation 111 Any Street Anywhere, NH</p>
<p>Merchant #: 111111111111 Batch #</p>
<p>Transaction Type: Sale Transaction Date: Disposition: Entered Authorization Code:</p>
<p>Account Number: XXXXXXXXX6102 Card Type: MC</p>
<p>Amount: \$50.00</p>
<p>Customer Ref:</p>
<p>Customer Signature: _____</p>



# Chapter 12.

# Working with

# Batches

This chapter describes how to close batches manually and view the batch history. If your processing service doesn't support these capabilities, you won't be able to use them in CN!Express.

## Closing Batches

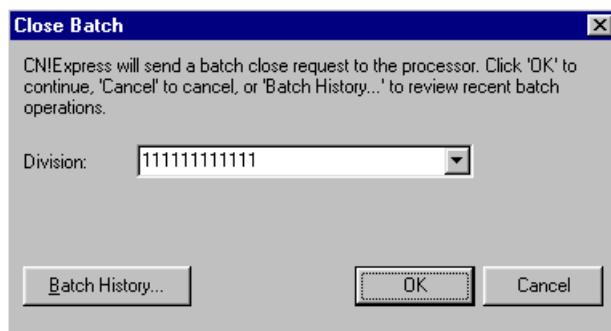
Most processing services offer a regular automatic schedule for closing out batches (groups of transactions). After a batch is closed, completed transactions can't be changed further; for example, you can't void them, even though the closed transactions still appear on your Completed Transactions table.

Some processing services let you close batches manually, whenever you like. You must make arrangements for manual batch closes directly with your processing service.

To close a batch manually:

1. Press **Alt T** (Transactions).
2. Press **O** (Close Batch) to view a screen like the following:

You must repeat the manual close batch procedure separately for each division.



3. Press **Enter**.
4. Wait. When the batch is closed, a message like the following appears:



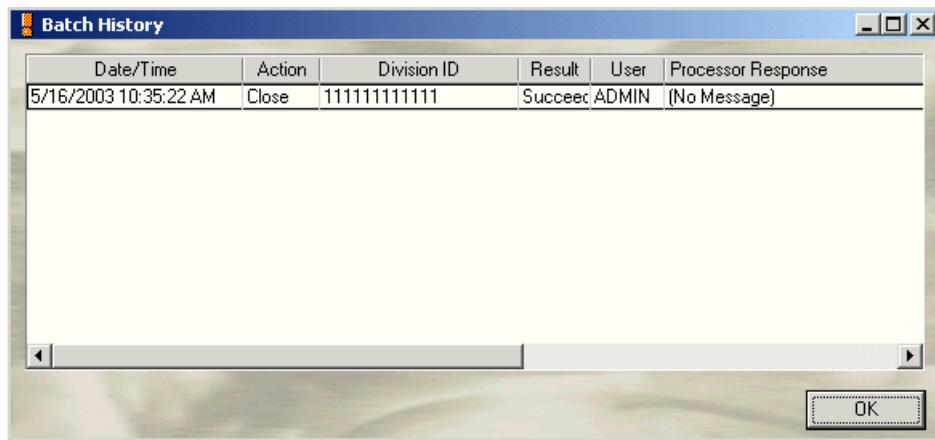
5. Press **Enter**.

## Batch History

The batch history is a record of the batches that were closed *manually*. It *doesn't include batches closed automatically* by the processing service.

To view the batch history:

1. Press **Alt T** (Transaction).
2. Press **B** (Batch History) to view:



3. You can sort the information on the batch history screen by clicking on any one of the column headings. (You can only sort on one column at a time.) Each time you click, an arrow appears next to the column name:
  - means that the column is sorted in ascending order (starting with the smallest value and going up to the largest)
  - means that the column is sorted in descending order (starting with the largest value and going down to the smallest)
4. When you've finished viewing the batch history, press **Enter** to leave the screen.



# Chapter 13.

# Importing,

# Exporting, and

# Archiving

---

For information on fields, press **ALT H** (Help), then **F** (Field Reference). You may want to view or print this list *before* you begin importing or exporting.

---

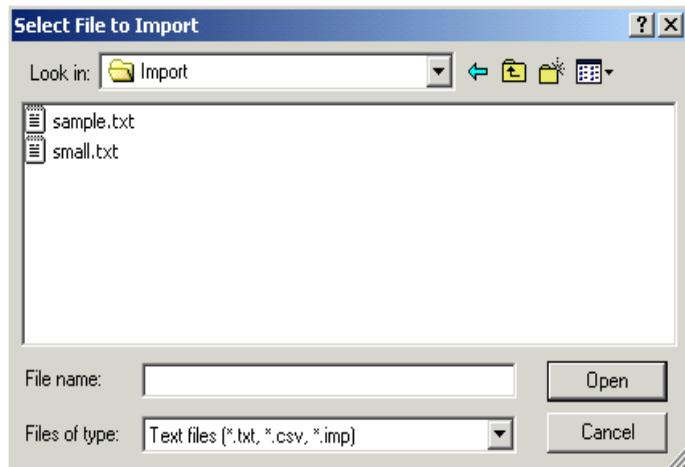
This chapter describes how to import and export files in *CN!Express* and how to archive. You must be an ADMIN user to archive.

# Importing Files

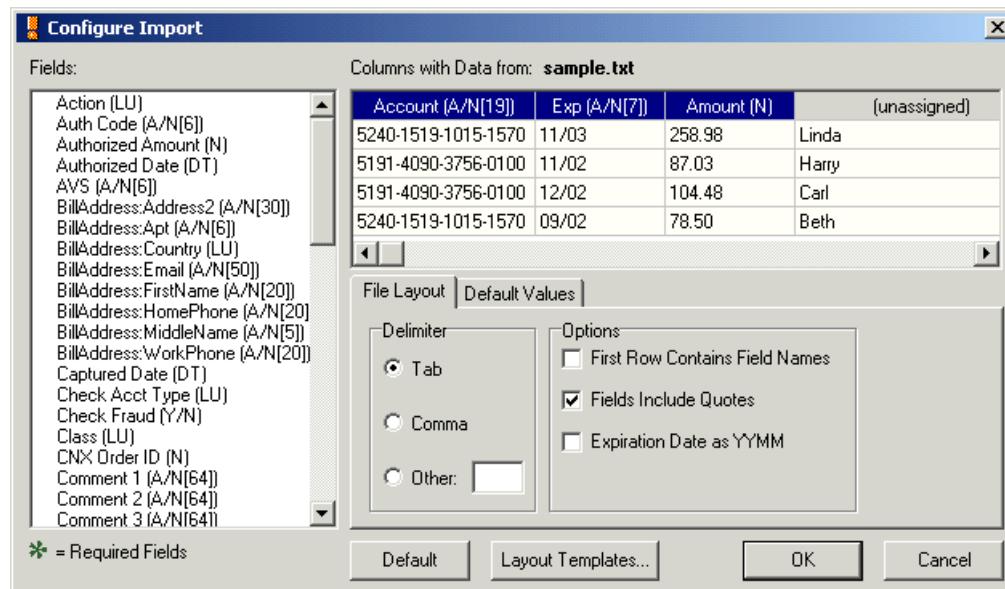
You can export to either a Microsoft Excel file or a text file but you can import only from a text file.

You can import transactions into the Active Transactions table from a text file.

1. Press **Alt F** (File menu).
2. Press **I** (Import) to view:



3. Double click on the name of the file you want to import to view:



Every column you want to import (Columns with Data from:) needs a field title. The Fields list shows the available field titles. Some of the field titles are marked with an asterisk (\*). These fields are required and must be assigned to a column; for example, Account (account number), Amount, and Exp (expiration date). Step 4 describes how to assign field titles to columns.

---

In the field list, the abbreviations stand for:

A/N	Alphanumeric
DT	Date
LU	Look-up
N	Number
Y/N	Yes/No or On/Off

---

The field title includes information about the type and size of the field. For example, Account (A/N[19]) means that you can enter a maximum of 19 letters or numbers (alphanumeric: A/N) in the account field.

4. If a column title is labeled unassigned, you may assign a field title to it:

- Either click **Default** to automatically assign field titles.
- Or click on one of the titles in the Fields list and drag it to the correct unassigned column, to identify the column. Place the field title right on top of the word unassigned.
- Or leave it unassigned; the information in that column won't import.

5. Two tabs appear on the Configure Import screen: File Layout and Default Values. The following steps describe the choices offered under each tab.

- If you don't have any changes to the file layout or the default values, go directly to Step 5 on page 149.
- If you are importing ICVerify® (ICV-style) files, go to "ICVerify® (ICV-Style) Files" on page 150.

---

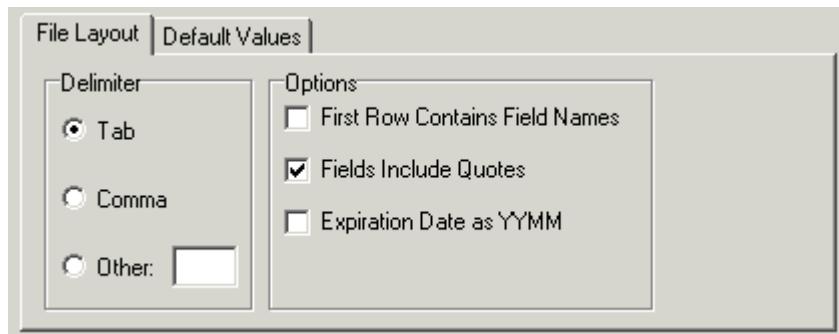
**Layout Templates...**

is used to access custom import templates, such as the ICV-style files supplied with CN!Express.

---

## File Layout Tab

The following information appears under the File Layout tab:



1. Choose a delimiter. The default delimiter is a tab.
2. If necessary, click on one of the choices under Options:
  - Click on First Row Contains Field Names if the first row in the imported file is a list of field names. *CN!Express* automatically tries to match and label the information in your file with the field names used in *CN!Express*. Auric Systems recommends leaving off field names when you prepare text files for import.
  - The check-mark on Fields Include Quotes removes the quotes around fields in your import file. If you remove the check-mark, your data looks like this:

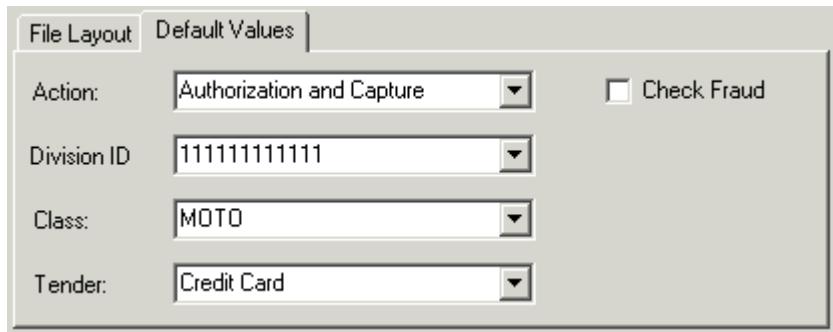
"5240-1519-1015-1570"	"11/03"	"258.98"	"Linda"	"Poole"
"5191-4090-3756-0100"	"11/02"	"87.05"	"Harry"	"Bratton"

You want a clean file, without quotes. So be sure to check-mark this option if the file you're importing has quotes around the data fields.

- Click on Expiration Date as YYMM if the expiration dates in your import file appear with the year first, then the month (that is, November 2003 appears as 03/11). A check-mark in this field alerts *CN!Express* that the file uses the YYMM format.

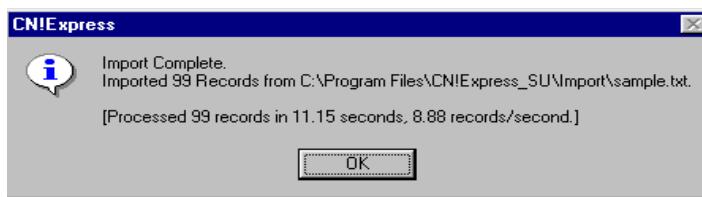
## Default Values Tab

1. Click on the Default Values tab to view:



2. You may need to change the default Action:
  - If your imported file includes an Action field for each transaction and if the column is labeled Action, leave the default Action as is. CN!Express ignores it and imports the action(s) listed in the Action column.
  - Otherwise, you must set the Default Field to one action (for example, refund/credit) for all imported transactions. All your imported transactions will show that same action when they appear on the Active Transactions table.
3. You may need to change other defaults, such as Division, Class (MOTO, recurring, or E-commerce), and Tender (credit card, purchase card, or check). The choices that appear depend upon your processing service.
4. Click on the Check Fraud box to add a check-mark if you want your processing service to check every imported transaction for fraud.
5. When you've filled out both File Layout and the Default Values the way you want them, press **Enter**.

A message like the following appears:



6. Press **Enter**.

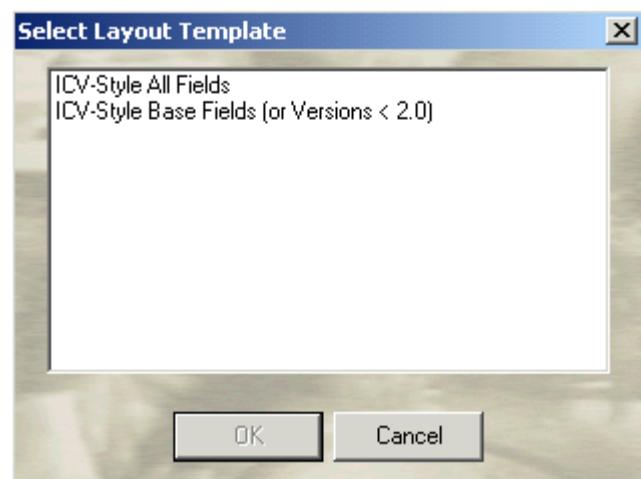
When the import is complete, the transactions appear on your Active Transactions table. Every column that you identified with a field title is imported. If an imported column doesn't appear on the table, you need to change your table layout to show that column.

## ICVerify® (ICV-Style) Files

CN!Express is able to import ICV-style files using built-in templates. (The same procedure works with any other custom-made import templates.)

To import ICV-style files, on the Configure Import screen:

1. Click on **Layout Templates...** to view:



2. Click on the template you prefer.

3. Press **Enter**.

CN!Express automatically sets up the defaults for the import file.

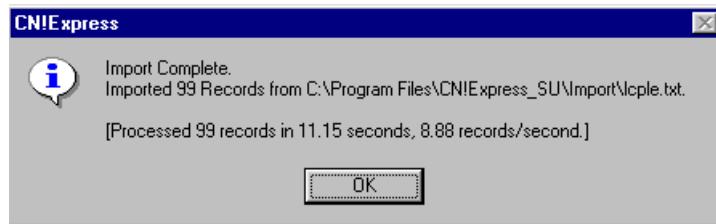
4. If necessary, change the defaults as described earlier in this chapter.

If you make changes, then want to undo them:

- Click on **Layout Templates...** (*don't click on Default*).
- Re-select the template you want.

5. When you're satisfied with the ICV-style layout and when you've filled out both File Layout and the Default Values the way you want them, press **Enter**.

A message like the following appears:



6. Press **Enter**.

When the import is complete, the transactions appear on your Active Transactions table. Every column that you identified with a field title is imported. If an imported column doesn't appear on the table, you need to change your table layout to show that column.

# Exporting Transactions

If you want to store completed transactions *and* remove them from the Completed Transactions table, use the archive procedure, not export.

When you export transactions, they are saved in a text (.txt or .csv) file or Microsoft Excel (.xls) file that you may be able to edit. However, the transactions also remain on the CN!Express Active Transactions or Completed Transactions table.

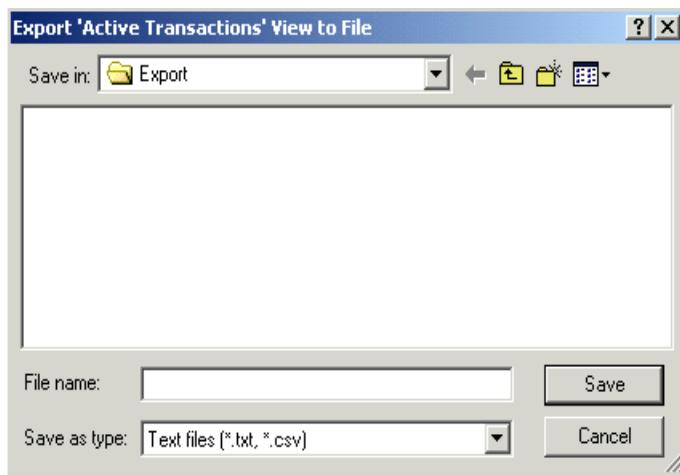
You have two options for exporting transactions to a text file or Microsoft Excel file:

- Using Quick Export
- Using the Export Wizard

## Using Quick Export

Quick Export exports the transactions from whichever table you're currently viewing (Active Transactions or Completed Transactions). The current table layout and filter affect the amount of information and the kinds of transactions you export. (For example, if your table layout doesn't include the billing address, the billing address isn't exported. If your filter hides sales transactions, sales transactions aren't exported.)

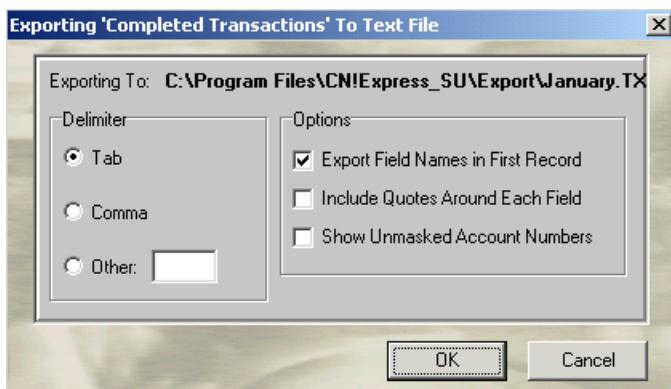
1. Press **Alt F** (File menu).
2. Press **E** (Quick Export) to view:



3. In the File name box, type a unique file name. (For this example, assume the file name is January.)

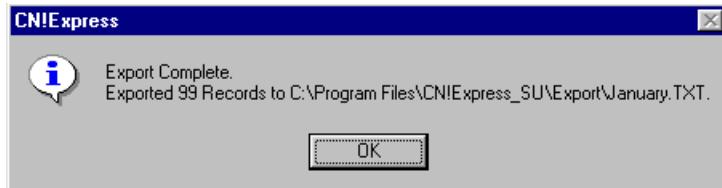
Quick Export isn't case-sensitive so it considers JANUARY, January and januaRy to be the same name.

4. Click on  next to the Save as type box to choose how your transactions should be saved (either in a plain text file or in a Microsoft Excel file).
5. Press **Enter** to view:



6. Click on one radio button under Delimiter. A delimiter divides one item of information from the next in your file. The default delimiter is a Tab between each item for text files and a Comma between each item for Microsoft Excel files.
7. Click on one or more of the Options boxes:
  - Export Field Names in First Record is the default. It is recommended that you leave a check-mark in this box.
  - Include Quotes Around Each Field places quotes around each text field, to make it clearer when a field ends. (This is especially helpful if you chose commas for your delimiter; if a text field contains commas, the quotes prevent confusion about the actual end of the field.)
  - Show Unmasked Account Numbers should remain unchecked. When this box is check-marked the full account number is exported. Auric Systems International strongly recommends that you do not export full account numbers. (If you've changed your system settings to truncate account numbers in the data base, the exported account numbers are automatically truncated whether or not you check-mark this box.)
8. Press **Enter**.

A message like the following appears:



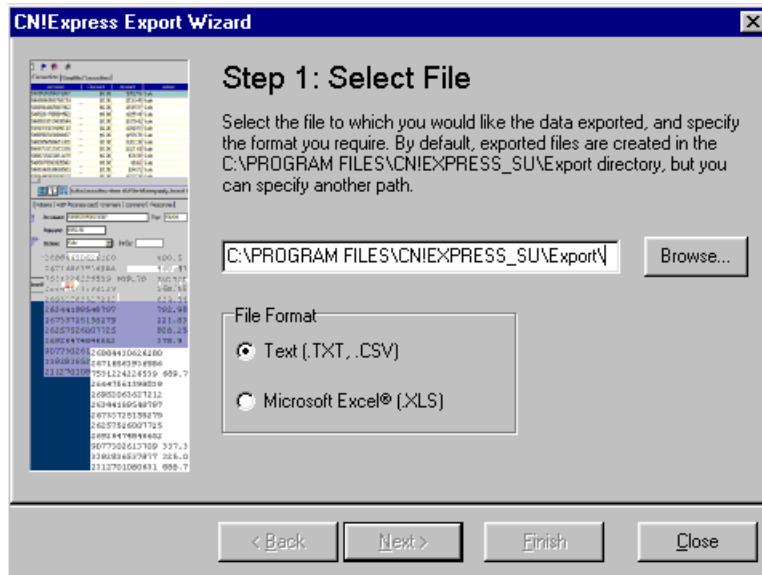
9. Press **Enter**.

All the transactions in the table you're viewing are exported to a text or native Microsoft Excel file.

## Using the Export Wizard

The Export Wizard exports transactions from either the Active Transactions or Completed Transactions table, even if you are not viewing that table. You decide exactly which transactions and which items of information (fields) you want to export. It doesn't matter what layout or filter you're using on the table.

1. Press **Alt F** (File menu).
2. Press **X** (Export Wizard) to view:



After you type a file name, you can click on

**Finish**

at any time and your files will automatically be exported, in the same way you last set them up.

3. Type a unique file name next to the last slash after the file path; for example:

## C:\PROGRAM FILES\CN!EXPRESS\_SU\EXPORT\JANUARY

The Export Wizard isn't case-sensitive so it considers JANUARY, January and januaRy to be the same name.

4. Click one of the choices under File Format, to choose whether your file is saved in Text or native Microsoft Excel format.
5. Press **Alt N** (Next) to view:



6. Click on one radio button under Record Type:
  - Completed Transactions is the default; it saves your completed transactions to an export file.
  - Active Transactions saves your active transactions to an export file.
7. Click on one of the choices under Filter:
  - Today's Transactions means that only *today's* transactions in the table are exported. Today's transactions are exported even if they aren't visible in the table. This is the default.
  - No Filtering means that *all* the transactions in the table are exported (even the hidden transactions).
  - Custom Filter lets you export only *some* transactions in the table (for example, only Visa transactions or only sales over \$100).

---

If you want a custom filter, you must build it here even if the transactions table is already filtered.

---

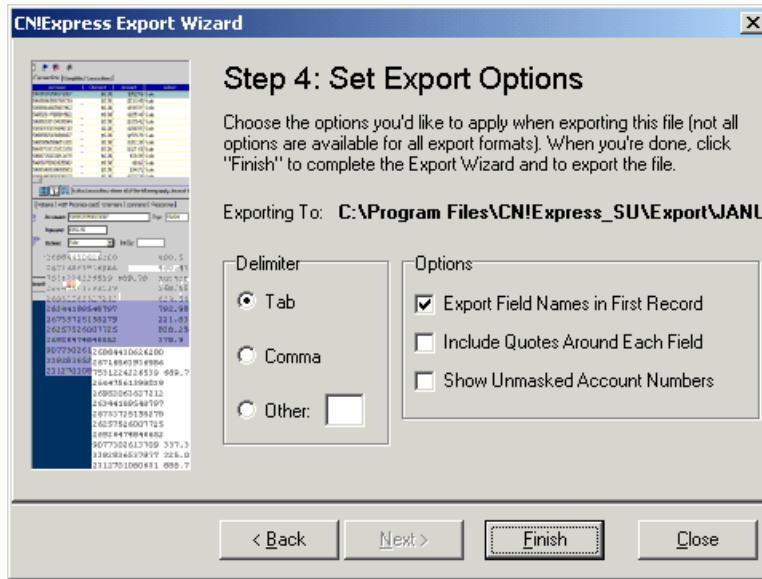
If you select Custom Filter, click on **Set...** to view the Custom Export Filter screen (for information on creating filters, see “Filtering the Tables” on page 110).

8. Click on **Reset** if you change your mind and want to return to the default choices.
9. Press **Alt N** (Next) to view:



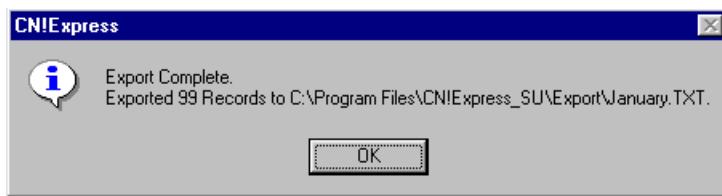
The Select Fields screen works exactly like the Table Layout screen; see “Adding, Removing and Re-ordering Columns on the Tables” on page 106.

10. The fields listed in Columns to Show will be exported (the eight default fields are shown above). If you wish to export different information, move fields to and from Available Columns using the arrow keys in the center of the screen. You can also change the order of the columns by using the arrow keys on the right side of the screen.
11. Press **Alt N** (Next) to view:



12. Click on one radio button under Delimiter. A delimiter divides one item of information from the next in your file. The default delimiter is a Tab between each item.
13. Click on one or more of the Options boxes:
  - Export Field Names in First Record is the default. It is recommended that you leave a check-mark in this box. If you remove the check-mark, no field names appear in the export file.
  - Include Quotes Around Each Field places quotes around each text field, to make it clearer when a field ends. (This is especially helpful if you chose commas for your delimiter; if a text field contains commas, the quotes prevent confusion about the actual end of the field.)
  - Show Unmasked Account Numbers should remain unchecked. When this box is check-marked the full account number is exported. Auric Systems International strongly recommends that you do not export full account numbers.
14. Press **Alt F** (Finish).

A message like the following appears:



15. Press **Enter**.

All the transactions you specified are exported to a text or Microsoft Excel file.

The Export Wizard remembers your changes.

### Re-Using the Export Wizard

Say that the next time you export, you want to use the same setup you specified last time for the Export Wizard:

1. Press **Alt F** (File menu).
2. Press **X** (Export Wizard).
3. Type a file name.
4. Press **Alt F** (Finish).

The transactions are exported in exactly same the way as the last export: from the same table and using the same filter, fields, delimiter, and so on.

# Archiving Completed Transactions

You can't archive active transactions. Even if you're viewing the Active Transactions table, you'll only archive completed transactions.

If you want to create a text or Microsoft Excel file without removing completed transactions from CN!Express, use the export procedure, not archive.

When you archive, you first choose a set of transactions that were completed on or before a specific date that you select. Then you send those transactions to a text file for storage. The transactions no longer appear on the Completed Transactions table and are no longer available in CN!Express.

It's a good idea to archive completed transactions on a regular schedule, either weekly or monthly.

You can store archives as long as you like. Before you delete an archive, make sure that you don't need it to comply with Federal, State, or your own company policies.

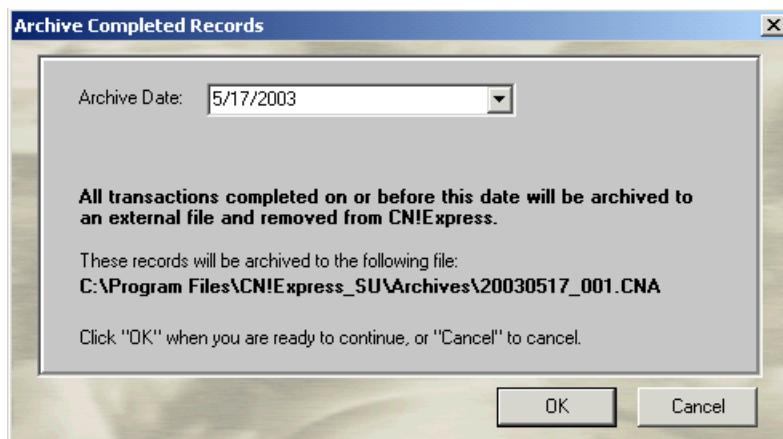
The following sections describe how to archive transactions and how to open archive files. You can read archives with a standard text editor, or you can load them into Microsoft Excel or a database program.

## Archiving Transactions

You must be an ADMIN user to archive.

To archive completed transactions:

1. Press **Alt F** (File menu).
2. Press **A** (Archive) to view:



CN!Express automatically fills in the name of the archive file, based on the Archive Date. For example, 20030517.CNA is the file

name for the archive that includes files completed on or before 2003, in May (05), and on the 17th day.

3. You must select a cut-off date (Archive Date) for transactions that will be archived. Do one of the following:

- Either type a date in the Archive Date box.
- Or click on  to view a calendar and select a date.
- Or keep the default date, which is 30 days earlier than today's date (for example, if today is December 4, the default date is November 4).

CN!Express archives all transactions that occurred on or before the date you chose.

4. Press **Enter** to start the archive.
5. Wait. After a while, you'll see a message like the following:

---

If you archive again on the same day, CN!Express adds a consecutive number to the file name; for example, 20030517\_001.CNA.

---



6. Press **Enter**.

Your completed transactions are now archived.

# Chapter 14.

# Using the On-

# Screen

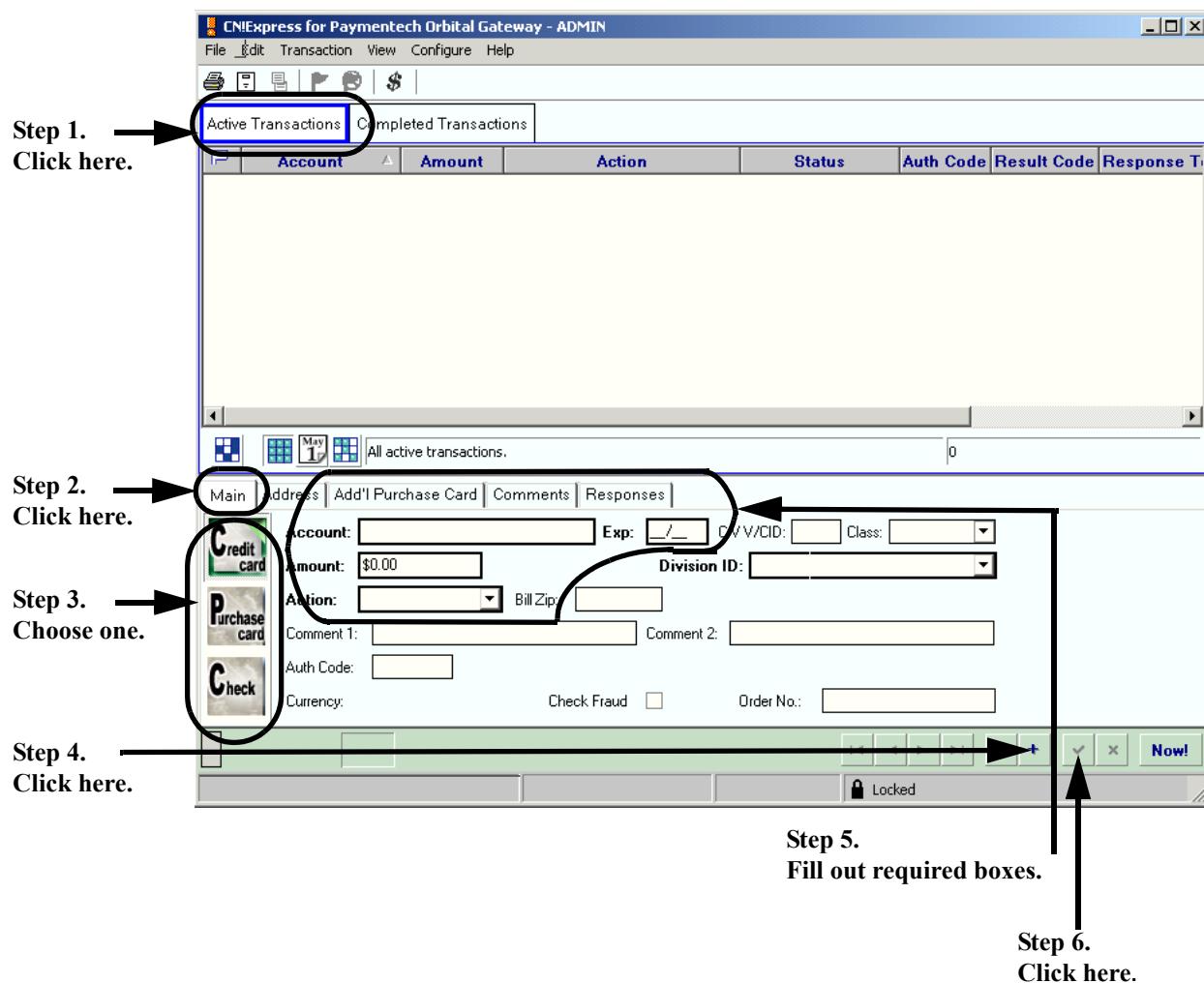
# Buttons

The previous chapters in this manual described how to use keyboard short-cuts for data entry and processing. This chapter describes how to use the on-screen buttons and your mouse to record and send a transaction; flag or unflag a transaction; print a report; and change the contents of a report using a filter.

This chapter doesn't explain everything you can view or do with the buttons. For more information about individual buttons, see "Chapter 5. Understanding the CN!Express Screen" on page 41.

# Recording and Saving a Transaction Using Buttons

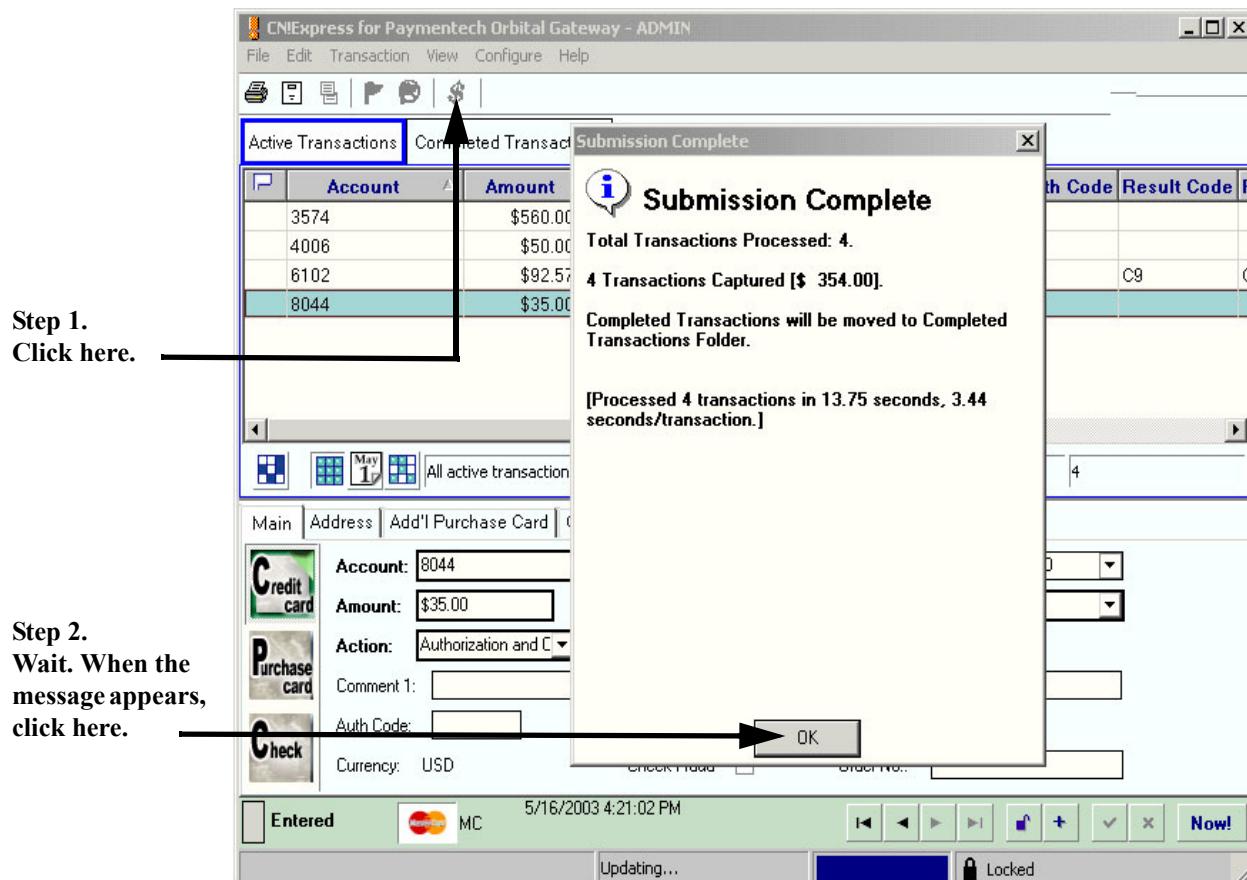
The following picture shows the basic steps in recording and saving most transactions using the buttons. Your Main data entry form may look different; it shows the exact boxes (fields) that your credit card service expects.



To move from box to box on the data entry forms, use your mouse or press the **Tab** key on your keyboard. You **must** fill out all boxes that are outlined in **bold**.

## Sending Transactions in a Group Using Buttons

You can use the following buttons to submit flagged active transactions a group:



## Flagging/Unflagging Transactions Using Buttons

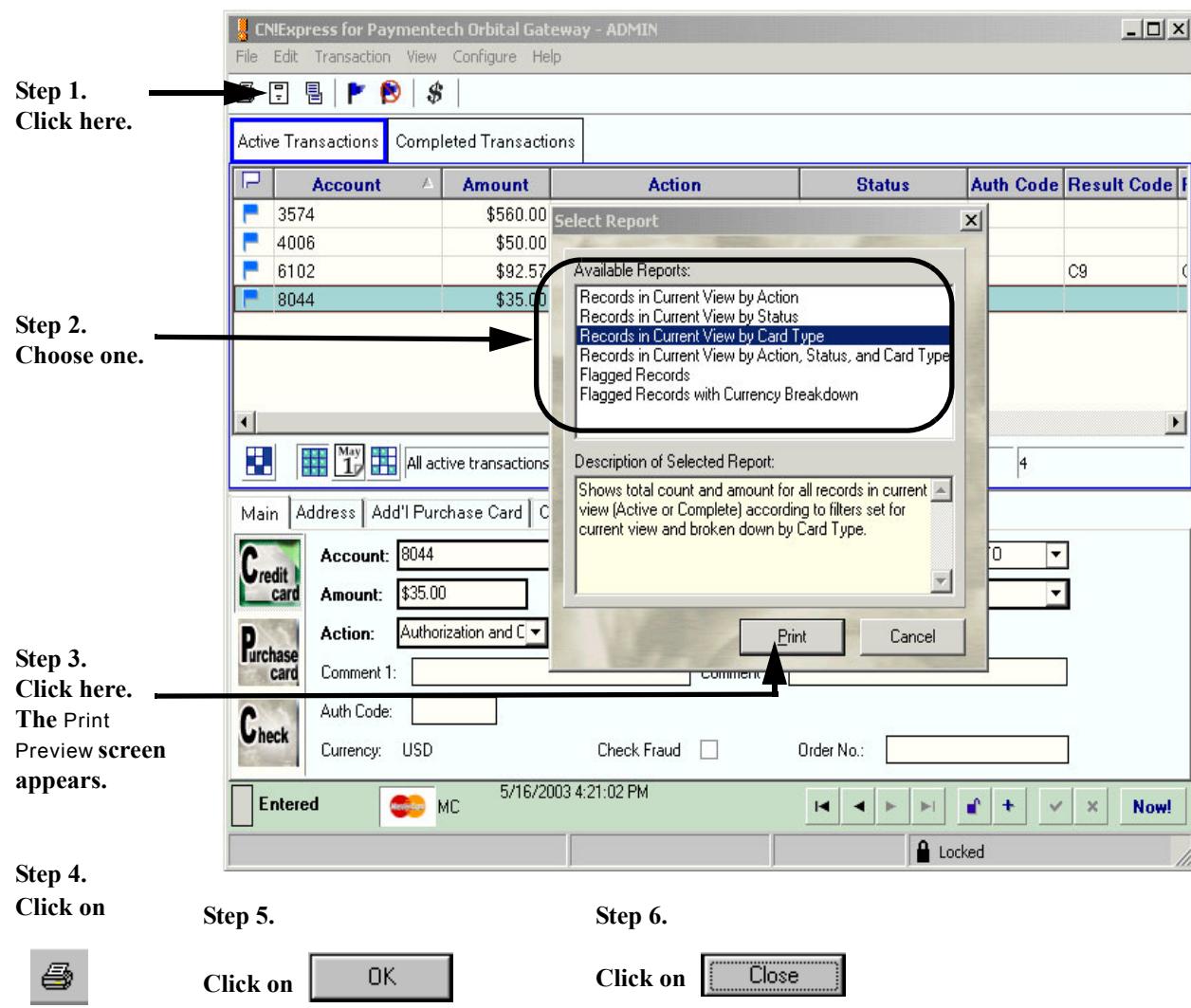
You can't send active transactions to your processing service unless they're flagged. To flag (or unflag) transactions:

1. Select one or more transactions in the Active Transactions table.
2. Do one of the following:

- Either click on  to flag the transaction(s).
- Or click on  to remove the flag from the transaction(s).

# Printing a Standard Summary Report Using Buttons

To print a standard report using buttons:



## Creating a Custom Report Using Buttons

---

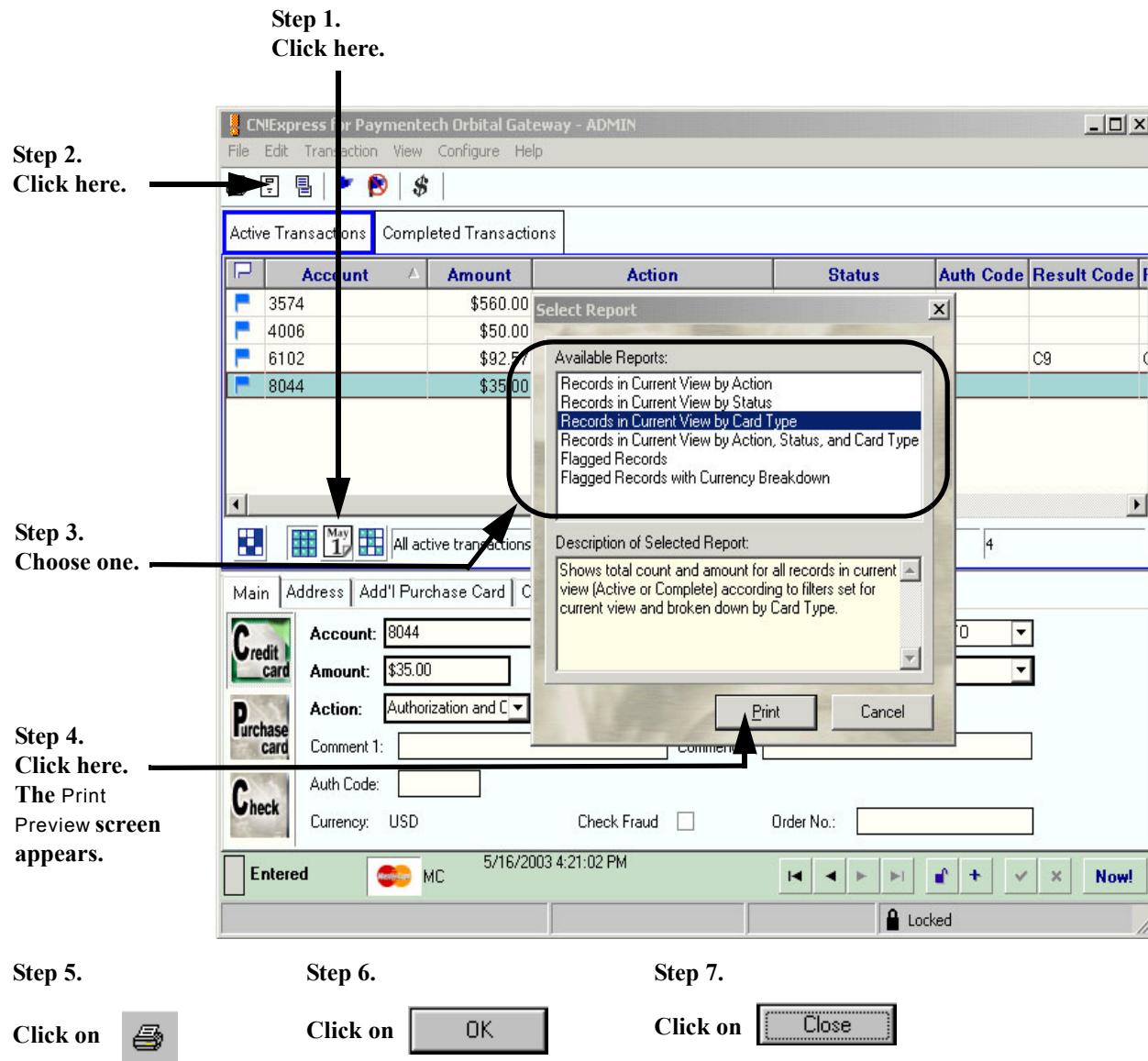
The Flagged Records report and the Flagged Records with Currency Breakdown report always show *all* flagged transactions, even if they're not on view. You can't customize those reports by changing the table's layout or filter, only by adding or removing flags.

---

Most standard summary reports and all table printouts are based on the transactions currently on view. So if you want to change the content of the report or printout, you have to change the transactions that are on view. You need a filter.

If you want a report that only shows transactions over \$100, you need a custom filter. Custom filters let you choose exactly which transactions appear on your screen and on the report or printout.

The steps shown on the next page explain how to use the *CN!Express* standard filter to create and print a standard summary report that includes only today's transactions.





# Chapter 15. Maintenance and Troubleshooting

This chapter describes how to back up and restore the CN!Express data base and how to handle possible problems with CN!Express.

If you need to contact Auric Systems International, please copy down any error messages you received and keep notes on what happened before and after the trouble started. This information will help us solve your problem quickly.

To contact technical support for CN!Express:

---

**Phone:** 603-924-6079

---

**E-mail:** support@AuricSystems.com

---

**Web Site:** [www.AuricSystems.com](http://www.AuricSystems.com)

---

Please have your serial number handy. When you purchased CN!Express over the Internet, the serial number and activation key were faxed or e-mailed to you.

You can also find your serial number and activation key under the Help menu:

1. Press **Alt H** (Help menu).
2. Press **A** (About).
3. Scroll down to Serial Number and then Activation Key.
4. Write down the numbers and press **Enter** to leave the Help menu.

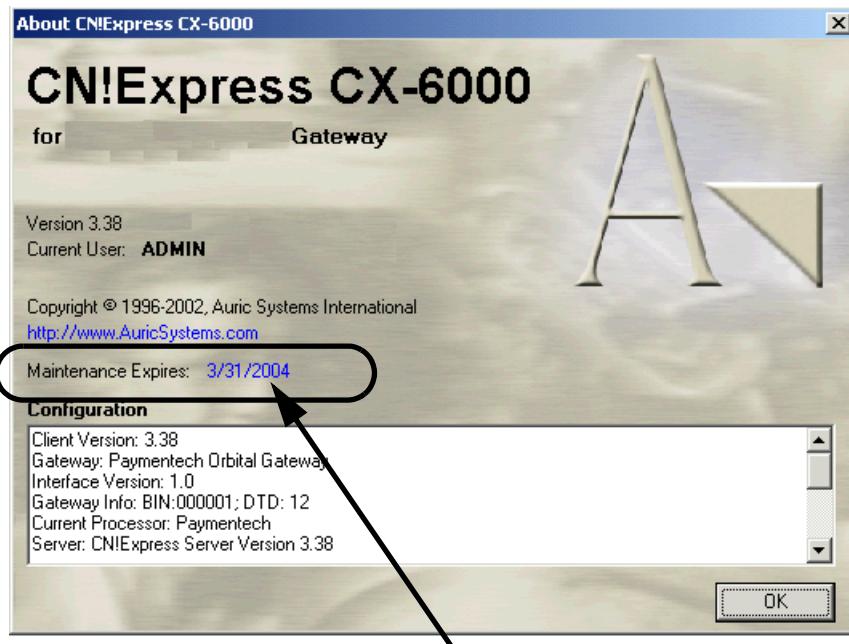
Your problem might involve your specific processing service. For troubleshooting tips for your processing service, refer to the CN!Express web site: [www.AuricSystems.com](http://www.AuricSystems.com).

# Maintenance Contract

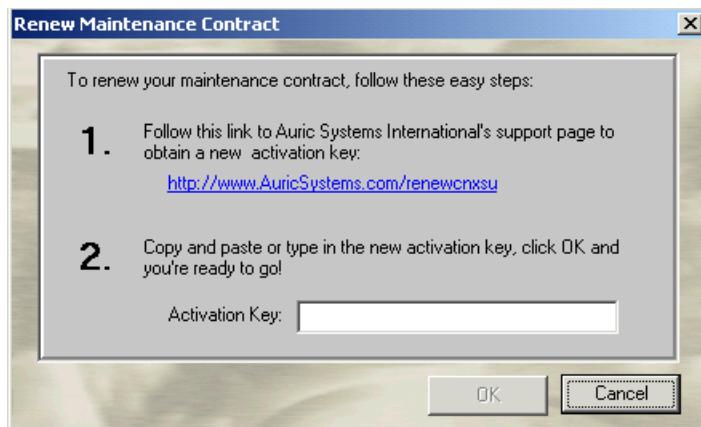
After you switch to the live CN!Express (by entering your serial number and activation key), you immediately start your maintenance contract.

To find out about or renew your contract:

1. Press **Alt H** (Help menu).
2. Press **A** (About) to view a screen like the following:



3. To renew your contract, click on the date when your Maintenance Expires, to view:



4. Follow the directions on the screen.

## **Backup and Restore**

You should back up the CN!Express data base regularly.

Before you back up or restore, shut down CN!Express.

To back up CN!Express, copy the DATA directory from your hard drive on to a zip disk or floppy. Look for the Data directory in your program files in the CN!Express\_SU folder.

If you need to restore the data base, copy the backup files over the existing DATA directory.

## Troubleshooting Questions and Answers

*I can't log in.*

Did you log in under the correct User Name? The CN!Express login screen always shows the User Name of the last user who logged in.

Did you type your password correctly? You must type your password exactly the same way every time you use it, including capital letters. For example, ADMIN, Admin and admin are three different passwords.

If this is the first time you're using CN!Express, type **ADMIN** in the User box and **ADMIN** in the Password box. Once CN!Express starts up, please change the ADMIN password immediately.

*I can't remember my password.*

An ADMIN user must reset your password. Speak to your manager.

If you're the ADMIN user and you can't remember your password, contact Auric Systems International and ask about our password resetting service.

*I can't enter information in the data entry forms.*

You may be viewing the Completed Transactions table. You can't enter, change, or delete information if you're viewing completed transactions. Press **Ctrl 2** to view the Active Transactions table.

Do one of the following:

- Either press **Enter** to open a new transaction
- Or double click on a saved transaction to open it for editing

*I can't see the transactions I want on the transaction tables.*

You may be in a filtered view. Do one of the following:

<i>Press . . .</i>	<i>To View . . .</i>
<b>Alt V, then N</b>	All the transactions in CN!Express
<b>Alt V, then T</b>	Just today's transactions
<b>Alt V, then E</b>	To make sure your filter is set up correctly

If you're using the correct filter, you may need to refresh it. Press **Alt V**, then press **S**.

The transactions you want may have been archived and are no longer available for viewing on CN!Express. See “Archiving Completed Transactions” on page 159.

*I can't see some of the fields, data entry forms, and menus mentioned in this manual.*

CN!Express hides the fields, forms, and menus that your processing service doesn't use and can't process. For example, you won't see the Line Items tab and data entry form if your processing service doesn't use them. If you're not sure what your processing service expects, see “Appendix C. Processing Service Information” on page 193.

CN!Express hides some menus and screens because they're only available for ADMIN users (for example, the screen for setting up the processing service). To see those menus and screens, you must be logged in as an ADMIN user.

*None of my transactions are going to the processing service even though I keep submitting them.*

Are you in DEMO mode? If you're in DEMO mode, the word DEMO appears in the upper right hand corner of your screen. Also, the authorization codes for transactions begin with DEM. When you're in DEMO mode, you aren't really saving and sending transactions. You must ask an ADMIN user to turn off DEMO mode.

Is your processing service currently available? You should see a message from CN!Express if it isn't available. Contact your processing service directly for more information.

Are you interacting with your processing service in TEST mode? If you're in TEST mode, the word TEST appears in the upper right hand corner of your screen, and your processing service isn't really processing transactions. You must ask an ADMIN user to turn off TEST mode for your processing service (press **Alt C**, then **O**).

*I can't switch users out of DEMO mode, even though there's no check-mark next to Demo/Training on the User Information screen.*

You're in the demonstration version of CN!Express. You must enter your serial number and activation key to switch to the live CN!Express. You can then switch users into and out of DEMO mode whenever you like. See "Chapter 4. Going Live and Changing Your Password" on page 31.

# **Appendix A.**

# **Advanced**

# **Filtering**

# **Techniques**

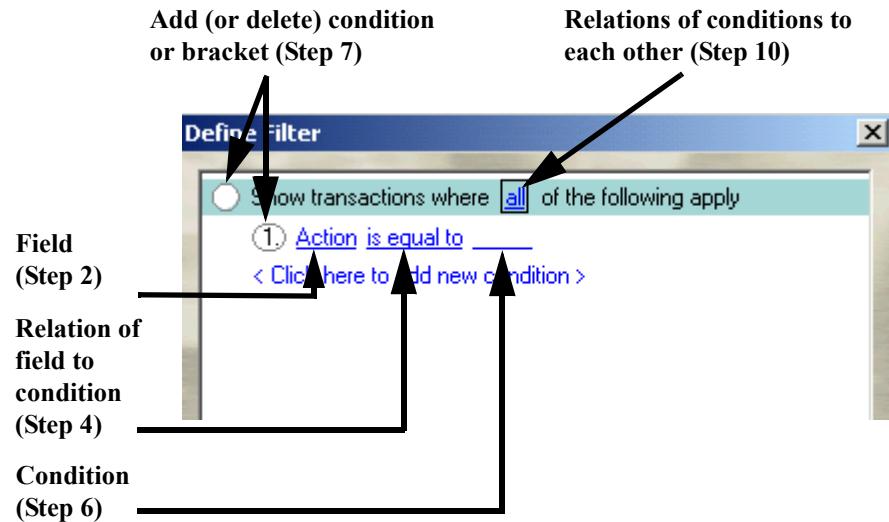
This appendix describes how to create advanced custom filters.

It assumes that you've read "Filtering the Tables" on page 110.

# Understanding the Define Filter Screen

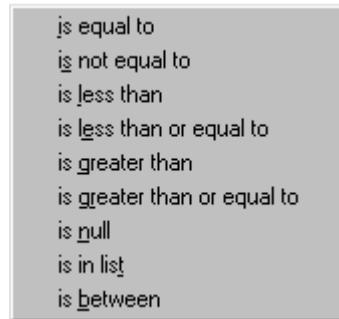
To view the Define Filter screen:

1. Press **Alt V**, then **E** to view:



You can filter on any listed field even though it doesn't currently appear in the tables.

2. Click on Action to view a list of fields.
3. Click on the field you want (for example, Amount).
4. Click on is equal to to view the list of field relations:

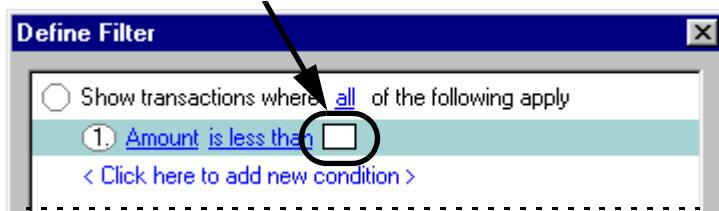


5. Click on the field relation you want.

Some relations may not be valid for some fields. For example, "is in list" is not valid for Created Date or Amount. Also, since Amount is a required field, it can never be "is null" (completely empty).

6. Click on the condition line 

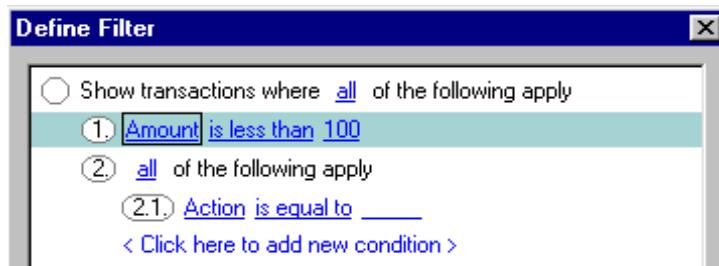
In some cases, the system brings up a menu or calendar. In other cases, a data entry box appears and you must type the condition:

7. Click on  or  to view

Add Condition  
Add Bracket  
Delete Current Row

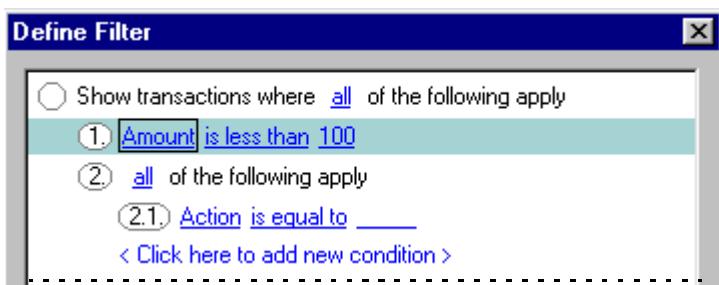
## 8. Do one of the following:

- Either click on Add Condition to add a new condition line:



For information on filters with two or more conditions, see “A Filter with Two Conditions” on page 181.

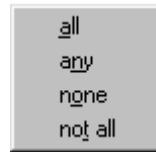
- Or click on Add Bracket to add a bracket:



A bracket contains two or more conditions that act together. For more information, see “A Filter That Uses Brackets” on page 186.

9. Make the changes you want.

10. Click on the condition relation (all) to view:



11. Select the condition relation you want.

12. Click on  to view the filtered table.

---

You can apply and store just one custom filter at a time. When you press Enter for a new filter, the old one is automatically over-written. If you need the old one again, you'll have to re-create it.

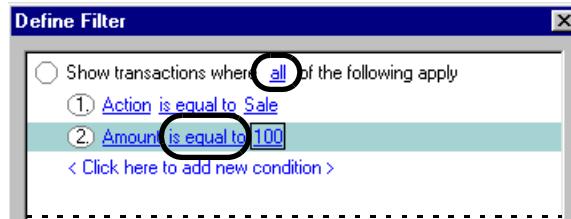
---

## A Filter with Two Conditions

Suppose your Active Transactions table looks something like this:

	Account	Amount	Action	Status	Auth Code	Result Code	Response
1	6102	\$50.00	Sale	Entered			
2	8044	\$250.00	Sale	Entered			
3	5040	\$75.00	Refund/Credit	Entered			
4	2624	\$100.00	Sale	Entered			
5	3574	\$20.00	Refund/Credit	Entered			

You set up this filter, so that you can view only sales that are equal to \$100:



The following sections describe what happens when you change each of the circled items in the filter.

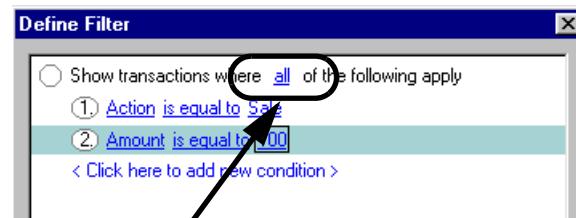
## Working with



You're using this table:

Active Transactions		Completed Transactions	
	Account	Amount	Action
<input checked="" type="checkbox"/>	6102	\$50.00	Sale
<input checked="" type="checkbox"/>	8044	\$250.00	Sale
<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit
<input checked="" type="checkbox"/>	2624	\$100.00	Sale
<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit

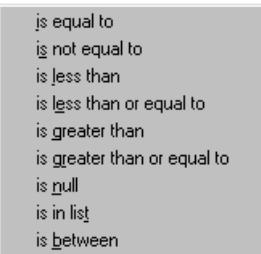
The filter looks like this:



Here's what happens when you click on **all** and make a choice from the menu:

When You Choose . . .	The System Selects . . .	So You See . . .																
All	Transactions that meet <i>all</i> conditions: they are SALES and they are also exactly \$100	<p>Active Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>2624</td> <td>\$100.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	2624	\$100.00	Sale								
	Account	Amount	Action															
<input checked="" type="checkbox"/>	2624	\$100.00	Sale															
Any	Transactions that meet <i>at least one</i> of the conditions: either they are SALES or they are exactly \$100	<p>Active Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>6102</td> <td>\$50.00</td> <td>Sale</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>8044</td> <td>\$250.00</td> <td>Sale</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>2624</td> <td>\$100.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	6102	\$50.00	Sale	<input checked="" type="checkbox"/>	8044	\$250.00	Sale	<input checked="" type="checkbox"/>	2624	\$100.00	Sale
	Account	Amount	Action															
<input checked="" type="checkbox"/>	6102	\$50.00	Sale															
<input checked="" type="checkbox"/>	8044	\$250.00	Sale															
<input checked="" type="checkbox"/>	2624	\$100.00	Sale															

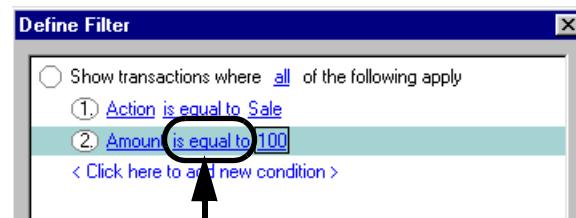
When You Choose . . .	The System Selects . . .	So You See . . .																						
None	Transactions that meet <i>none</i> of the conditions: they aren't SALES and they also aren't exactly \$100	<table border="1" data-bbox="849 318 1398 466"> <tr> <td>Active Transactions</td> <td>Completed Transactions</td> </tr> <tr> <th data-bbox="849 361 881 392">P</th> <th data-bbox="898 361 995 392">Account</th> <th data-bbox="1012 361 1077 392">Amount</th> <th data-bbox="1093 361 1158 392">Action</th> </tr> <tr> <td data-bbox="849 394 881 426"><input checked="" type="checkbox"/></td> <td data-bbox="898 394 995 426">5040</td> <td data-bbox="1012 394 1077 426">\$75.00</td> <td data-bbox="1093 394 1158 426">Refund/Credit</td> </tr> <tr> <td data-bbox="849 428 881 460"><input checked="" type="checkbox"/></td> <td data-bbox="898 428 995 460">3574</td> <td data-bbox="1012 428 1077 460">\$20.00</td> <td data-bbox="1093 428 1158 460">Refund/Credit</td> </tr> </table>	Active Transactions	Completed Transactions	P	Account	Amount	Action	<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit	<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit								
Active Transactions	Completed Transactions																							
P	Account	Amount	Action																					
<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit																					
<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit																					
Not all	Transactions do <i>not</i> meet <i>at least one</i> of the conditions: either they aren't SALES or they aren't exactly \$100	<table border="1" data-bbox="849 540 1398 709"> <tr> <td>Active Transactions</td> <td>Completed Transactions</td> </tr> <tr> <th data-bbox="849 582 881 614">P</th> <th data-bbox="898 582 995 614">Account</th> <th data-bbox="1012 582 1077 614">Amount</th> <th data-bbox="1093 582 1158 614">Action</th> </tr> <tr> <td data-bbox="849 616 881 648"><input checked="" type="checkbox"/></td> <td data-bbox="898 616 995 648">6102</td> <td data-bbox="1012 616 1077 648">\$50.00</td> <td data-bbox="1093 616 1158 648">Sale</td> </tr> <tr> <td data-bbox="849 650 881 682"><input checked="" type="checkbox"/></td> <td data-bbox="898 650 995 682">8044</td> <td data-bbox="1012 650 1077 682">\$250.00</td> <td data-bbox="1093 650 1158 682">Sale</td> </tr> <tr> <td data-bbox="849 684 881 715"><input checked="" type="checkbox"/></td> <td data-bbox="898 684 995 715">5040</td> <td data-bbox="1012 684 1077 715">\$75.00</td> <td data-bbox="1093 684 1158 715">Refund/Credit</td> </tr> <tr> <td data-bbox="849 718 881 749"><input checked="" type="checkbox"/></td> <td data-bbox="898 718 995 749">3574</td> <td data-bbox="1012 718 1077 749">\$20.00</td> <td data-bbox="1093 718 1158 749">Refund/Credit</td> </tr> </table>	Active Transactions	Completed Transactions	P	Account	Amount	Action	<input checked="" type="checkbox"/>	6102	\$50.00	Sale	<input checked="" type="checkbox"/>	8044	\$250.00	Sale	<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit	<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit
Active Transactions	Completed Transactions																							
P	Account	Amount	Action																					
<input checked="" type="checkbox"/>	6102	\$50.00	Sale																					
<input checked="" type="checkbox"/>	8044	\$250.00	Sale																					
<input checked="" type="checkbox"/>	5040	\$75.00	Refund/Credit																					
<input checked="" type="checkbox"/>	3574	\$20.00	Refund/Credit																					

**Working with**

You're using this table:

Active Transactions		Completed Transactions					
	Account	Amount	Action	Status	Auth Code	Result Code	Respo
1	6102	\$50.00	Sale	Entered			
2	8044	\$250.00	Sale	Entered			
3	5040	\$75.00	Refund/Credit	Entered			
4	2624	\$100.00	Sale	Entered			
5	3574	\$20.00	Refund/Credit	Entered			

The filter looks like this:



Here's what happens if you click on is equal to and make a choice from the menu:

When You Choose . . .	The System Selects . . .	So You See . . .												
is equal to	Transactions that are SALES and are <i>exactly</i> \$100 (not less and not more)	<p>Active Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2624</td> <td>\$100.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	1	2624	\$100.00	Sale				
	Account	Amount	Action											
1	2624	\$100.00	Sale											
is not equal to	Transactions that are SALES and are <i>not exactly</i> \$100	<p>Active Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6102</td> <td>\$50.00</td> <td>Sale</td> </tr> <tr> <td>2</td> <td>8044</td> <td>\$250.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	1	6102	\$50.00	Sale	2	8044	\$250.00	Sale
	Account	Amount	Action											
1	6102	\$50.00	Sale											
2	8044	\$250.00	Sale											

When You Choose . . .	The System Selects . . .	So You See . . .												
is less than	Transactions that are SALES and are <i>less</i> than \$100 (does not include transactions that are exactly \$100)	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>6102</td> <td>\$50.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	6102	\$50.00	Sale				
	Account	Amount	Action											
<input checked="" type="checkbox"/>	6102	\$50.00	Sale											
is less than or equal to	Transactions that are SALES and are <i>either less than</i> \$100 <i>or exactly</i> \$100	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>6102</td> <td>\$50.00</td> <td>Sale</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>2624</td> <td>\$100.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	6102	\$50.00	Sale	<input checked="" type="checkbox"/>	2624	\$100.00	Sale
	Account	Amount	Action											
<input checked="" type="checkbox"/>	6102	\$50.00	Sale											
<input checked="" type="checkbox"/>	2624	\$100.00	Sale											
is greater than	Transactions that are SALES and are <i>greater</i> than \$100 (does not include transactions that are exactly \$100)	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>8044</td> <td>\$250.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	8044	\$250.00	Sale				
	Account	Amount	Action											
<input checked="" type="checkbox"/>	8044	\$250.00	Sale											
is greater than or equal to	Transactions that are SALES and are <i>either greater than</i> or <i>exactly</i> \$100	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>8044</td> <td>\$250.00</td> <td>Sale</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>2624</td> <td>\$100.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	8044	\$250.00	Sale	<input checked="" type="checkbox"/>	2624	\$100.00	Sale
	Account	Amount	Action											
<input checked="" type="checkbox"/>	8044	\$250.00	Sale											
<input checked="" type="checkbox"/>	2624	\$100.00	Sale											
is null	Transactions that are SALES and do <i>not</i> have an amount filled in	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>							
	Account	Amount	Action											
<input checked="" type="checkbox"/>														
is in list	Transactions that are SALES and are <i>check-marked</i> on the list. (A list of choices appears. Click on one or more choices.)	This choice is used with items such as Action or Card Type. It isn't valid with Amount.												
is between	Transactions that are SALES and are <i>at least</i> \$XX and <i>no more than</i> than \$XX (for this example, between \$50 and \$100)	<p>Active Transactions   Completed Transactions</p> <table border="1"> <thead> <tr> <th></th> <th>Account</th> <th>Amount</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>6102</td> <td>50.00</td> <td>Sale</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>2624</td> <td>100.00</td> <td>Sale</td> </tr> </tbody> </table>		Account	Amount	Action	<input checked="" type="checkbox"/>	6102	50.00	Sale	<input checked="" type="checkbox"/>	2624	100.00	Sale
	Account	Amount	Action											
<input checked="" type="checkbox"/>	6102	50.00	Sale											
<input checked="" type="checkbox"/>	2624	100.00	Sale											

## A Filter That Uses Brackets

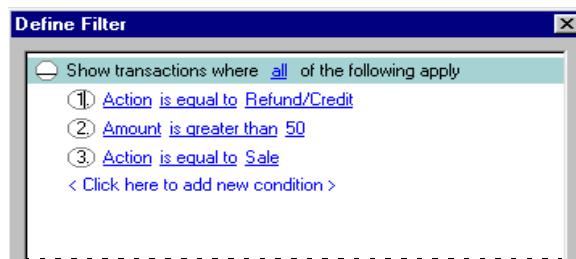
Here's your starting screen:

	Account	Amount	Action	Status	Auth Code	Result Code	Response
1	6102	\$50.00	Sale	Entered			
2	8044	\$250.00	Sale	Entered			
3	5040	\$75.00	Refund/Credit	Entered			
4	2624	\$100.00	Sale	Entered			
5	3574	\$20.00	Refund/Credit	Entered			

Suppose you want to view two types of transactions:

- Credits (refunds) that are greater than \$50
- Sales in any amount

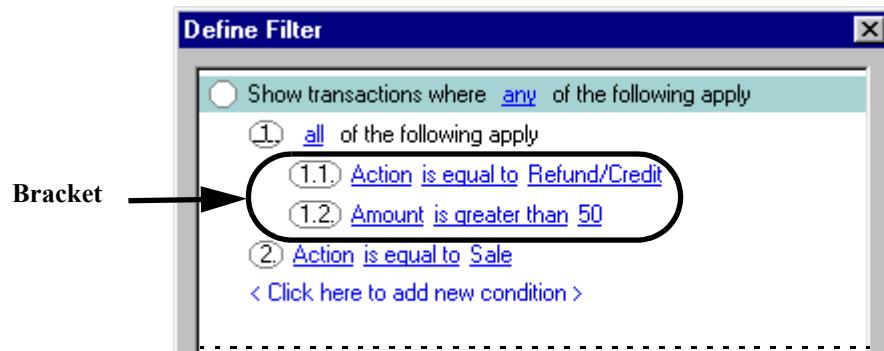
The following filter wouldn't work. There aren't any transactions that are *both* credits *and* sales.



If you change all to any, you'll see all credits, all sales, and any transactions (even voids and authorizations) where the amount is greater than \$50. No matter how you change the filter, it won't work.

To see exactly what you want to see, you have to use a bracket.

Set up this filter:



This filter tells CN!Express that you're looking for transactions that are *either* credits greater than \$50 *or* sales in any amount.

You'll see:

Active Transactions						
	Account	Amount	Action	Status	Auth Code	Result Code
1	6102	\$50.00	Sale	Entered		0
2	8044	\$250.00	Sale	Entered		0
3	5040	\$75.00	Refund/Credit	Entered		0
4	2624	\$100.00	Sale	Entered		0

## A Filter That Uses Nested Brackets

You can create complex filters by nesting brackets: setting up brackets and sub-brackets.

Suppose you want to trace a duplicate transaction and find out if a credit was issued in the correct amount. You know that a Master Card was used, that both sales and credit were completed on the same day (11/20/01), and that both sales were for \$50. But you're not sure how much the credit was for. Here's the screen you start with:

Completed Transactions						
	Account	Amount	Action	Status	Auth Code	Result Code
	6102	\$50.00	Sale	Deposited	DEM056	0 1
	8044	\$250.00	Sale	Deposited	DEM007	0 1
	5040	\$75.00	Refund/Credit	Refunded		0 1
	2624	\$100.00	Sale	Deposited	DEM096	0 1
	3574	\$20.00	Refund/Credit	Refunded		0 1
	6102	\$50.00	Refund/Credit	Refunded		0 1
	1007	\$120.00	Refund/Credit	Refunded		0 1
	1011	\$50.00	Sale	Deposited	DEM055	0 1
	6102	\$75.00	Sale	Deposited	DEM051	0 1

You set up this filter:



To create the nest brackets at 3.2.1 and 3.2.2, click on ③.2

This filter tells CN!Express you are looking for transactions that used Master Card *and* were created on 11/20/01 *and* are *either* credits in any amount *or* sales in the amount of \$50.

You'll see:

Active Transactions		Completed Transactions					
	Account	Amount	△	Action	Status	Auth Code	Result Code
	3574	\$20.00		Refund/Credit	Refunded		0 11/2
	6102	\$50.00		Refund/Credit	Refunded		0 11/2
	6102	\$50.00		Sale	Deposited	DEM038	0 11/2
	6102	\$50.00		Sale	Deposited	DEM056	0 11/2

Note that only Master Cards are listed even though Card Type isn't shown on the Completed Transactions table. The field you are filtering on doesn't have to be a column in the table.



# Appendix B. Client/ Server

When you start up CN!Express, two programs start, not just one. The first program, the one where you manage transactions, is the CN!Express client. The other program is the CN!Express server. The server contains the CN!Express data base and business logic. When you work in CN!Express, both client and server must be running.

The server starts automatically when you click on



The server shuts down automatically when you shut down CN!Express.

You should never shut the server down separately when CN!Express is running.

Because of this client/server arrangement:

- You must have TCP/IP on when you're submitting transactions to the processing service.
- You can easily upgrade to a multi-user version of CN!Express in the future, if you desire.



# Appendix C. Processing Service Information

This appendix contains specific information on the various checking, credit card, and purchase card processing services.

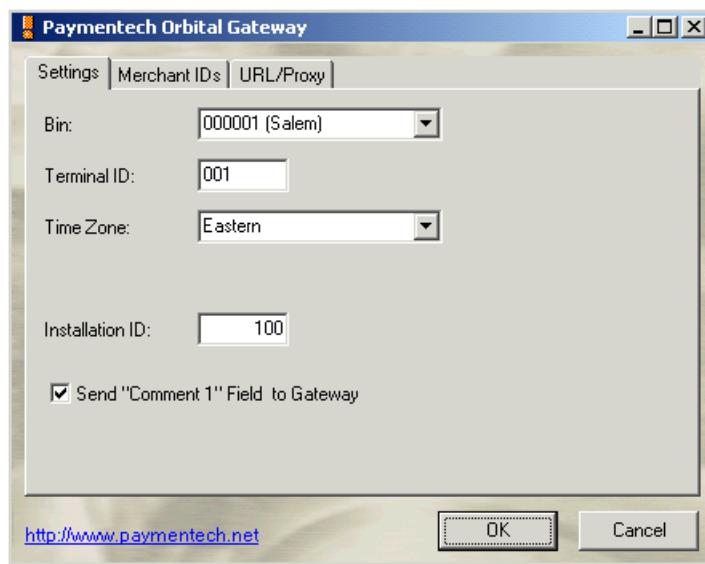
If your processing service supports a particular feature of *CN!Express*, the fields and menus related to that feature appear on your screen. For example, if your processing service supports multiple currencies, the Currency box appears on the Main data entry form, and the ADMIN user can select from a list of currencies under System Settings. But if your processing service doesn't support multiple currencies, neither the Currency box nor the list of currencies appears.

Specifications, supported features, and system requirements are continually changing. *CN!Express* changes to keep pace. You can always find the latest information at [www.AuricSystems.com](http://www.AuricSystems.com).

# Paymentech Orbital Gateway

## Setting Up the Paymentech Orbital Gateway Processing Service

When you configure the processing service setup (press **Alt C**, then **O**), you view a screen like the following:



Click on each tab provided (Settings, Merchant IDs [also known as Division Numbers], URL/Proxy) and fill in the following information:

Field	Fill Out by Typing . . .
Bin	000001 for Salem or 000002 for PNS or as assigned by Paymentech
Terminal ID	001 or as assigned by Paymentech
Time Zone	Your time zone (for example, Eastern or Pacific)

Field	Fill Out by Typing . . .
Installation ID	Enter a number (of your own choosing) for the CN!Express installed on this computer. If CN!Express is installed on more than one computer in your company, you must enter a unique installation number for each one. (Paymentech uses this number to help create a unique identification for each transaction, for more precise detection of duplicates.)
Send "Comment 1" Field to Gateway	Check-mark the box if you want your processing service to automatically receive the information you placed in the comment 1 field (on the Main data entry form and/or the Comments data entry form).
Merchant ID (called Division ID if Bin is 000001)	ID assigned by Paymentech; you can add a description, but only the assigned number is processed (Tampa Merchant ID is 12 characters long and Salem Division Number is 6 characters long)
Host URL	URL assigned by Paymentech
Use HTTPS proxy server	Check-mark the box if you're connecting to the Paymentech HTTPS gateway through a proxy server
Address	Address of the proxy server, if you're using one
Port	Port for the proxy server, if you're using one

## Changing the Server Connection

You can change the default Server Connection information, if necessary (under the URL/Proxy tab). If CN!Express can't immediately connect to your processing service, this information determines whether and for how long CN!Express keeps trying to connect.

Option	With a Check-Mark . . .	Without a Check-Mark . . .
Timeout if No Response In:	<input checked="" type="checkbox"/> CN!Express waits for the processing service to respond during the amount of time shown in the Minutes:Seconds box. If there's no response at the end of that time, CN!Express gives up.	<input type="checkbox"/> If CN!Express keeps waiting for the processing service to respond; CN!Express gives up waiting only when it's paused or shut down.

The default (and minimum time) shown in the Minutes:Seconds box is 1 minute, 10 seconds. The maximum time is 59 minutes, 59 seconds. Within those limits, you can enter any length of time you prefer.

## How Paymentech Orbital Gateway Supports CN!Express Features

<i>Feature</i>	<i>Paymentech Orbital Gateway . . .</i>
Check processing	Supports
Class	Supports; you can select default class settings for imports (using the import screens) and for users (using the Configure Users screen)
Close batch	Supports
Comment fields	Supports, but only processes one comment field (Comment 1)
Fraud detection	Supports; you can select fraud detection for each transaction; fraud information appears in the overall error codes
Multiple currencies	Supports, but only for Paymentech Salem
Multiple merchant IDs	Supports as a CN!Express option
Partial voids	Supports
Purchase Card Level II	Supports; Purchase Card Level III is not supported on the Paymentech Orbital Gateway side
Split captures	Supports

# Appendix D. Keyboard Shortcuts

This chapter describes how to use your keyboard to perform most actions and view most screens in *CN!Express*.

The following tables are organized by the type of key:

Type of Keys	Press . . .	To Do This . . .
Function Keys	<b>F1</b>	View <b>Help</b> (CN!Express Manual)
	<b>F2</b>	View <b>Main</b> data entry form
	<b>F3</b>	View <b>Address</b> data entry form
	<b>F4</b>	View <b>Add'l Purchase Card</b> data entry form
	<b>F5</b>	View <b>Line Items</b> data entry form (if available)
	<b>F6</b>	View <b>Comments</b> data entry form
	<b>F7</b>	View <b>Responses</b> data entry form
Alt Keys (Press both the Alt key and the letter key at the same time)	<b>Alt F</b>	View <b>File</b> menu
	<b>Alt E</b>	View <b>Edit</b> menu
	<b>Alt T</b>	View <b>Transaction</b> menu
	<b>Alt V</b>	View <b>View</b> menu
	<b>Alt C</b>	View <b>Configure</b> menu
	<b>Alt H</b>	View <b>Help</b> menu
	<b>Alt F4</b>	Exit CN!Express
Ctrl Keys (Press both the Ctrl key and the letter (or number) key at the same time)	<b>Ctrl A</b>	Select all (in a field box)
	<b>Ctrl C</b>	Copy
	<b>Ctrl F</b>	Toggle flags for selected transactions
	<b>Ctrl P</b>	Print table you're viewing
	<b>Ctrl R</b>	Print standard report
	<b>Ctrl I</b>	Submit one transaction NOW!
	<b>Ctrl V</b>	Paste
	<b>Ctrl X</b>	Cut
	<b>Ctrl 2</b>	View <b>Active Transactions</b> table
Other Keys	<b>Enter</b>	Save transaction, and open a new data entry form for the next transaction
	<b>Tab</b>	Move to the next box in the data entry form
	<b>Ctrl Tab</b>	Move to next data entry form

Instead of pressing Enter,  
you can click on 

The following table is organized alphabetically by type of task. Your processing service may not support some of these tasks.

<i>Type of Task</i>	<i>To Do This . . .</i>	<i>Press These Keys . . .</i>	<i>Or Click on This Icon . . .</i>
Archive	Archive Completed Records	<b>Alt F</b> , then <b>A</b>	
Batches	View Batch History	<b>Alt T</b> , then <b>B</b>	
	Close Batch	<b>Alt T</b> , then <b>O</b>	
Data Entry Form	View Add'l Purchase Card Data Entry Form	<b>F4</b>	
	View Address Data Entry Form	<b>F3</b>	
	View Comments Data Entry Form	<b>F6</b>	
	View Line Items Data Entry Form	<b>F5</b>	
	View Main Data Entry Form	<b>F2</b>	
	View Responses Data Entry Form	<b>F7</b>	
Edit	Copy	<b>Ctrl C</b>	
	Cut	<b>Ctrl X</b>	
	Paste	<b>Ctrl V</b>	
	Select All (in box)	<b>Ctrl A</b>	
	Edit Transaction	<b>Alt T</b> , then <b>E</b>	
Exit CN!Express	Exit (shutdown)	<b>Alt F</b> , then <b>T</b>	
Export	Begin Quick Export	<b>Alt F</b> , then <b>E</b>	
	Begin Wizard	<b>Alt F</b> , then <b>X</b>	

Type of Task	To Do This . . .	Press These Keys . . .	Or Click on This Icon . . .
Filter	Apply Filter to All Active and Completed (toggle)	<b>Alt V</b> , then <b>L</b>	
	Apply Filtered View	<b>Alt V</b> , then <b>F</b>	
	Refresh Filtered View	<b>Alt V</b> , then <b>S</b>	
	Set Filter (define a custom filter)	<b>Alt V</b> , then <b>E</b>	
	View All Transactions	<b>Alt V</b> , then <b>N</b>	
	View Today's Transactions	<b>Alt V</b> , then <b>T</b>	
Flag	Flag All Transactions (whether or not in view)	<b>Alt T</b> , then <b>L</b> , then <b>A</b>	
	Flag All Transactions in View	<b>Alt T</b> , then <b>L</b> , then <b>V</b>	
	Flag Authorized	<b>Alt T</b> , then <b>L</b> , then <b>Z</b>	
	Flag Selected Transactions	<b>Alt T</b> , then <b>L</b> , then <b>F</b>	
	Toggle Flags on Selected Transactions	<b>Ctrl F</b>	
	Unflag All Transactions (whether or not in view)	<b>Alt T</b> , then <b>L</b> , then <b>L</b>	
	Unflag All Transactions in View	<b>Alt T</b> , then <b>L</b> , then <b>I</b>	
	Unflag Selected Transactions	<b>Alt T</b> , then <b>L</b> , then <b>U</b>	
	View Flag Menu	<b>Alt T</b> , then <b>L</b>	
	Request Fraud Detection	<b>Alt T</b> , then <b>U</b>	
Help	View CN!Express Manual	<b>F1</b>	
	View Field Reference	<b>Alt H</b> , then <b>F</b>	
	View Quick Reference Guide	<b>Alt H</b> , then <b>Q</b>	
	View System Information	<b>Alt H</b> , then <b>A</b>	
	View Auric Systems International Home Page	<b>Alt H</b> , then <b>H</b>	

Type of Task	To Do This . . .	Press These Keys . . .	Or Click on This Icon . . .
Import	Import	<b>Alt F</b> , then <b>I</b>	
Print	Change Print Setup	<b>Alt F</b> , then <b>S</b>	
	Print Receipt	<b>Alt T</b> , then <b>P</b>	
	Print Report	<b>Ctrl R</b>	
	Print Table	<b>Ctrl P</b>	
Processing Service Setup	Configure Processor Setup	<b>Alt C</b> , then <b>O</b>	
Receipt	Configure Receipt Settings (change content of receipt)	<b>Alt C</b> , then <b>R</b>	
	Print Receipt	<b>Alt T</b> , then <b>P</b>	
Report	Change Print Setup (change orientation of report)	<b>Alt F</b> , then <b>S</b>	
	Print Report	<b>Ctrl R</b>	
Submit	Submit All Flagged Transactions	<b>Alt T</b> , then <b>F</b>	
	Submit One Transaction Immediately (NOW!)	<b>Ctrl I</b> (or <b>Alt T</b> , then <b>T</b> )	
System	Configure System Setup (for authorizations, currencies, countries)	<b>Alt C</b> , then <b>Y</b>	
	Exit CN!Express (shut down)	<b>Alt F</b> , then <b>T</b>	

Type of Task	To Do This . . .	Press These Keys . . .	Or Click on This Icon . . .
Table	Apply Table Layout to Active and Completed (toggle)	<b>Alt V</b> , then <b>Y</b>	
	Auto-Fit Columns	<b>Alt V</b> , then <b>U</b>	
	Change Table Layout	<b>Alt C</b> , then <b>L</b>	
	Print Table	<b>Ctrl P</b>	
	Change Print Setup (change orientation of printout)	<b>Alt F</b> , then <b>S</b>	
	View Active Transactions Table	<b>Ctrl 2</b>	
	View Completed Transactions Table	<b>Ctrl 3</b>	
Transaction	Cancel Changes	<b>Alt T</b> , then <b>H</b>	
	Close Transaction	<b>Alt T</b> , then <b>C</b>	
	Delete	<b>Alt T</b> , then <b>D</b>	
	Edit	<b>Alt T</b> , then <b>E</b>	
	Open New Transaction (also saves previous transaction)	<b>Enter</b>	
	Refund/Credit	<b>Alt T</b> , then <b>R</b>	
	Save Transaction (without opening new transaction)	<b>Alt T</b> , then <b>S</b>	
	Split Capture	<b>Alt T</b> , then <b>I</b>	
	Submit All Flagged Transactions	<b>Alt T</b> , then <b>F</b>	
	Submit One Transaction Immediately (NOW!)	<b>Ctrl I</b>	
User	Void/Partial Void	<b>Alt T</b> , then <b>V</b>	
	Set Password	<b>Alt C</b> , then <b>S</b>	
	Set User Settings	<b>Alt C</b> , then <b>U</b>	
	View CN!Express Manual	<b>F1</b>	
	View Quick Reference Guide	<b>Alt H</b> , then <b>Q</b>	





# Index

## A

- Account number
  - defined 28
  - truncated during export 133, 153
  - truncated during refunds 133
  - truncated in data base 133
  - truncated on screen 28
- Activation key 4, 32, 169–170
- ADMIN user
  - adding users 15–17
  - archiving transactions 159–160
  - changing default password 14
  - changing users 18–20
  - customizing system settings 131–139
  - delayed captures and 68, 69, 133
  - deleting ADMIN user 21
  - deleting users 20–21
  - hidden screens and 175
  - installing CN!Express 7–10, 11
  - passwords. *See Passwords*
  - setting up the processing service 33, 193–196
  - turning DEMO mode on and off 35–38
- Archive 159–160
- Archive date 160
- Auric Systems International
  - contacting 169
  - recommendations 11, 16, 138, 153, 157
- Authorizations
  - Also see Transactions*
  - defined 64
  - delayed captures and 68–69, 133
  - first transaction 39
  - recording and saving 64–67
  - split captures and 82

status of 89  
Auto-fit 47  
Automatically update successful auths 132, 133

**B**

Backup 173  
Batches  
close automatically 142  
close manually 142  
history 143  
Buttons (overview)  
arrows  
moving columns 107, 108  
sorting columns 143  
bill-to address 52  
cancel 57, 86  
cancel changes to data entry forms 55  
check 50  
copy to billing 52  
copy to shipping 52  
credit card 50  
default 57  
details... 90  
filter 48  
finish (export) 154, 157  
flag 44  
layout templates 147  
Now! 55, 88  
OK 57  
open data entry forms 55  
print receipt 44  
print report 44  
print table 44  
purchase card 50  
reset (export options) 156  
save changes to data entry forms 55  
ship-to address 52  
shrink to page 120  
submit 44  
transactions 55  
unlock 55  
Buttons, using 161–166

**C**

## Capture

*Also see Delayed Captures/Deposit*

forced capture (voice authorization) 76–79

split capture 82–83

status of 89

system settings and 132–133

## Capture amount for this transaction 82

## Check

*See Processing service*

*See Transactions*

## Class (MOTO, E-Commerce, Recurring) 17, 51

## Columns

adding, removing, re-ordering 106–108

auto-fitting 47

default 106

## Comments 33, 51, 54

## Configure menu 15–21, 40, 43, 106–108, 131–139

## Country 52, 136–137

## Credit cards

*See Processing Service*

*See Transactions*

## Currency 51, 134–135

## Customer IP 51

## Customer is tax exempt 53

**D**

## Data base, truncate account numbers in 133

## Data entry forms 49–54

## Defaults

action 17

apply filter 104

class 17

country 131, 137

currency 131, 135

division (merchant ID) 17

export wizard 155

fraud check 17

importing 149

password 14

quick export 153

system settings 132

table layout 104, 106, 107

tax exemption 53  
user information 17  
Delayed Captures/Deposits  
*Also see Transactions*  
authorizations and 64  
batch closings and 68  
creating automatically 68–69, 132–133  
creating manually 69  
defined 68  
flagging 69  
status of (authorized/failed) 89  
DEMO mode 7, 26–27, 32, 35–38  
Demonstration version of CN!Express 7–11, 13

**E**

E-Commerce 17, 51, 149  
Edit menu 43  
Export  
    privileges 16  
    Quick Export 152–154  
    system settings and 133  
    Wizard 154–156

**F**

Failed transactions 30, 89  
File menu 43  
Filters  
    applying to tables 104–105  
    brackets 186–187  
    changing 114–115  
    changing relation of field to condition 184–185  
    changing relations of conditions 182–183  
    creating (defining) 110–113  
    creating for export file 155  
    customizing reports with 126, 166  
    deleting 115  
    Filter Buttons/Message bar 48  
    hidden transactions and 175  
    nested brackets 188  
    refreshing 113  
    restarting 113  
    standard (today's transactions) 110, 127  
    turning off 113

**F**lag

- adding or removing 99, 164
- defined 28, 99
- delayed captures/deposits 69
- hiding or moving 107
- split captures 83
- toggling selected flags (Ctrl F) 99

Fraud detection 17, 54, 90, 97–98

Fraud detection score 90

**H**

Help menu 43

**I**

ICVerify® (ICV-style) files 147, 150–151

Import 146–151

**Installation**

- installing CN!Express 7–11
- shared server warning 6
- system requirements 6
- TCP/IP connection 32
- uninstalling CN!Express 22

**K****Keys (overview)**

- all keys by task 199–203
- Alt (to cancel changes) 55
- Alt (to view menus) 43, 198
- Arrows (to move from transaction to transaction) 55
- Ctrl (to print) 44, 198
- Ctrl (to select transactions) 93
- Ctrl (to send a transaction Now!) 55
- Ctrl (to view active/completed transactions tables) 45
- Ctrl Tab (to move from form to form) 49
- Enter (to save new transactions) 55, 61, 65, 72, 77, 198
- Esc (to leave a menu) 43
- F1-F7 (to view help and data entry forms) 198
- Shift (to select transactions) 92
- Tab (to move from box to box) 49, 198

**L**

Live version of CN!Express 7, 32–39

Locked

*Also see* *Unlock*

password 19  
transaction 56

## **M**

Menus. *See individual menus, such as Configure*  
Microsoft Excel 152, 159  
MOTO (mail order or telephone) 17, 51, 149

## **O**

Order date 53

## **P**

Partial voids

*Also see* *Transactions*  
defined 80  
recording and sending 80–81  
status of 89

Password

ADMIN 12  
changing ADMIN default 12, 14  
changing for user 18–20  
changing your own 40  
creating 16  
entering at startup 12, 24  
forgetting 174  
resetting service 174  
unlocking 19

Print

CN!Express Manual 3  
Quick Reference Card 3  
receipts 128  
reports 122, 126, 165, 166  
setup 125  
tables 118–121, 126

Privileges

admin user 14  
setting for individual users 16

Processing service

batches 142  
connecting with 195  
currency and 134  
data entry forms and 175

- fraud checking 17
- interacting with CN!Express 1
- operating requirements 6
- Paymentech Gateway 194–196
- responses 54, 89–90
- sending transactions to 29–30, 59–83
- setting up 33
- Processor. *See processing service*
- Purchase cards
  - Also see Processing service*
  - Also see Transactions*
  - country 136
  - data entry form (additional purchase information) 53

## **Q**

- Quick Reference Card 3

## **R**

- Receipt 128
- Recurring transactions 17, 51
- Refresh 113
- Refunds/Credits
  - Also see Transactions*
  - completed transactions table and 70
  - defined 70
  - Main data entry form and 71–74
  - privilege settings 16, 70, 73
  - status of 89
  - system settings and 133
- Reports
  - change content (filter) 166
  - customizing 126–127
  - filters and 126, 166
  - printing 122–125, 165, 166
- Restore 173

## **S**

- Sales
  - Also see Transactions*
  - defined 60
  - first transaction (failed) 30
  - first transaction (successful) 27–30
  - recording and saving 60–63

status of 89

Screens

- Active Transactions table 30, 45–46, 110, 113, 115, 126
- Add'l Purchase Card data entry form 53
- Address data entry form 52
- Archive Completed Records 159
- Batch History 143
- Check (Main data entry) 61, 65, 72, 77
- Choose Destination Location 8
- Close Batch 142
- CN!Express* 12, 28, 29, 42, 162, 163
- Comments data entry form 53–54
- Completed Transactions table 30, 45–46
- Configure Import 146
- Configure Import, Default Values 149
- Configure Import, File Layout 148
- Confirm Void (partial void) 80
- Credit Card (Main data entry) 60, 64, 71, 76
- Data Entry Forms, general 49
- Define Filter 111–112, 114–115, 178–180, 182, 184, 186, 187
- Edit User Settings 19, 20, 36, 37
- Enter Serial Number and Activation Key 32
- Export Active (Completed) Transactions View to File 152
- Export Wizard, Steps 1 through 4 154–157
- Exporting Active (Completed) Transactions to Text File 153
- Filter Buttons/Message bar 48
- Finished (installation) 10
- Fraud Check Settings 98
- Login 12, 24
- Main data entry form 50–51, 97
- Menu bar 43
- New User Information 15
- Paymentech HTTPS Gateway 194
- Preferences 132, 136
- Print Preview (Receipt) 128
- Print Preview (Reports) 122
- Print Preview (Table Layout) 118
- Print Setup 125
- Print/Flag Buttons bar 44
- Processor Setup 33, 194
- Purchase Card (Main data entry) 60, 64, 71, 76
- Ready to Install 9
- Receipt Settings 138

Re-Enter Password 19  
Responses data entry form 54, 89–90  
Select a Processor 9  
Select File to Import 146  
Select Layout Template (ICV-style imports) 150  
Select Program Folder 8  
Select Report 122, 165, 166  
Set Password 14, 40  
Split Capture 82  
Status bar 56  
System Setup, Countries 136  
System Setup, Currencies 134  
System Setup, General 132  
Table Layout 107  
Transactions Buttons/Messages bar 55  
Users 15, 18, 20  
Welcome 7  
Scroll bars 46  
Serial number 4, 169–170  
Server 191  
Shipping ref 54  
Shutdown 25, 43, 113, 115, 198  
Sorts 25, 109, 143  
Split captures  
    *Also see Transactions*  
    defined 82  
    recording and saving 82–83  
Startup 12, 24  
System settings, customizing 132–137

## T

Tables. *See Transactions. Also see Screens*  
Tax exemption 53  
TCP/IP connection 32, 191  
Technical support 4, 169  
Templates 147, 150–151  
Tender, defined 149  
TEST mode 176  
Transaction menu 43, 99  
Transactions  
    *Also see individual types of transactions, such as Sales*  
    archiving 159–160  
    choosing 92–93

class of (MOTO, E-Commerce, Recurring) 17, 51  
closing 95–96  
closing batches 142  
deleting 95  
detecting fraud 97–98  
editing 94  
exporting 152–156  
filtering. *See Filters*  
flagging or unflagging 99, 164  
importing 146–151  
layout of tables 104–108  
limiting amount user can handle 16  
partial voiding 80  
printing. *See Print*  
recording and saving 59–83, 162  
saving and sending one (Now!) 88  
sending in a group 86–87, 163  
sorting. *See Sorts*  
status of (failed, authorized) 89  
unlocking 56, 94  
voiding 75  
Troubleshooting 169, 174–176  
Truncate. *See Account Numbers*

**U**

Uninstall 22  
Unlock  
    password 19  
    transaction 56, 94  
Users  
    adding 15  
    changing user information 18  
    creating user name 16  
    creating, using and changing password. *See Password*  
    logging in 24, 174

**V**

View menu 43  
Voice authorizations  
    *Also see Transactions*  
    defined 76  
    recording and sending 76–79  
Voids

*Also see Partial Voids*

*Also see Transactions*

defined 75

recording and sending 75

status of 89

